



gold | convention and  
coast | exhibition centre

# EVENT PLANNING & SAFETY GUIDELINES

September 2021 - V1.2

Please note that all information listed is current at time of printing but may be subject to change at the discretion of the Gold Coast Convention and Exhibition Centre management.

# EVENT PLANNING & SAFETY GUIDELINES

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# EVENT PLANNING & SAFETY GUIDELINES

## Section 1 - Welcome to GCCEC

The Centre is owned by Queensland Government and operated by The Star Entertainment QLD Limited, trading as Gold Coast Convention and Exhibition Centre.

The *Event Planning & Safety Guidelines* contain information which has been designed to assist Clients, Exhibitors and Contractors with the planning and delivery of an event at GCCEC.

Information outlined within the Guidelines address the most frequently asked or common questions. This information is current at the time of release and may be subject to change. For further information at any stage regarding updates, please contact your assigned Event Manager.

The GCCEC team look forward to working with you to create a memorable event experience.

### **1.01 Contact Details**

Telephone:	+61 (07) 5504 4000	LinkedIn	<a href="#">GCCEC</a>
Fax:	+61 (07) 5504 4001	Instagram	<a href="#">@gccec</a>
Email:	<a href="mailto:enquiries@gccec.com.au">enquiries@gccec.com.au</a>	Facebook	<a href="#">@thegccec</a>
Website:	<a href="http://www.gccec.com.au">www.gccec.com.au</a>		

#### Street Address:

Gold Coast Convention and Exhibition Centre  
2684-2690 Gold Coast Highway  
Broadbeach, QLD 4218

#### Postal Address:

Gold Coast Convention and Exhibition Centre  
PO Box 1407  
Broadbeach, QLD 4218



# EVENT PLANNING & SAFETY GUIDELINES

## Section 2 - Getting Here

### 2.01 Location

Primely positioned in the heart of Broadbeach, the GCCEC car park entrance is located at the northern end of the Centre on the Gold Coast Highway. The main entrance for passenger pick up and drop off is accessible from the GCCEC driveway exiting the roundabout on TE Peters Drive.



## EVENT PLANNING & SAFETY GUIDELINES

### 2.02 Airports

*Gold Coast Airport* is located just 30 minutes south of the GCCEC and offers both domestic and international flights with regular services from all capital cities as well as major regional cities. Regular bus and shuttle services are available from Gold Coast Airport to Broadbeach. For further information please visit [www.goldcoastairport.com.au](http://www.goldcoastairport.com.au)

*Brisbane Airport* is located just 60 minutes north of the GCCEC and offers flights both domestically and internationally. Regular train services are available directly from Brisbane Airport (Airtrain) to the Gold Coast. For further information visit <https://www.airtrain.com.au/>

### 2.03 Public Transport

Local light rail (G:link), bus, taxi and limousine companies operate regular services throughout the Gold Coast. A taxi rank is conveniently located at the main entrance to the GCCEC and the *Broadbeach North* light rail station is located on the Gold Coast Highway directly in front of the GCCEC.

The G:link is a 13 kilometre light rail system connecting Helensvale to Broadbeach, with services running regularly seven days per week. The network connects Broadbeach and Surfers Paradise entertainment and dining precincts to a wide range of accommodation styles to suit all requirements and budgets; from self-contained apartments to 5-star hotels, all within a travel time of ten minutes. To plan your journey and view fares visit [www.translink.com.au](http://www.translink.com.au), or for further information on the G:link visit [www.ridetheg.com.au](http://www.ridetheg.com.au)

Further transport contact details are listed below:

Gold Coast Cabs  
Phone: 131 008  
[www.gccabs.com.au](http://www.gccabs.com.au)

Surfside Bus Lines  
Phone: (07) 5571 6555  
[www.surfside.com.au](http://www.surfside.com.au)

Queensland Rail  
Phone: 131 617  
[www.qr.com.au](http://www.qr.com.au)

### 2.04 Parking

The GCCEC operates an automated car parking system. The cost is \$12 per vehicle per entry, payable upon exiting the Centre. There are pay stations positioned throughout various locations in the Centre. As the GCCEC is a cashless venue, these machines will only accept card transactions. A 30 minute complimentary period applies to all vehicles. Should this period be exceeded, a \$12 fee will apply.

Car parking will revert to a manual system on occasions where high volume traffic is expected (i.e. concerts and entertainment events) to avoid major delays and alleviate traffic congestion.

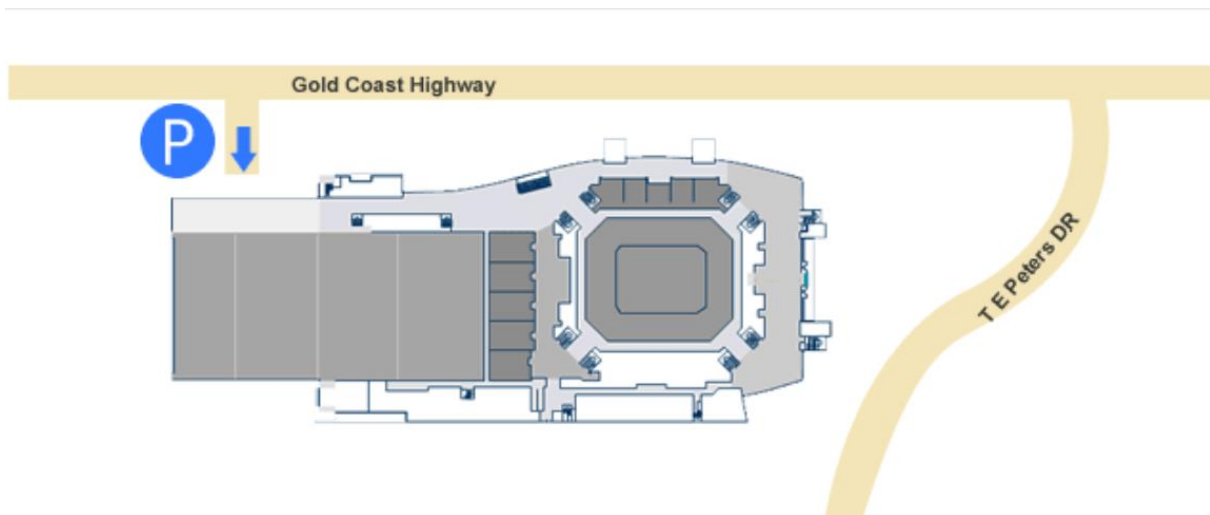
## EVENT PLANNING & SAFETY GUIDELINES

The GCCEC car park has an overhead clearance of 2.1 metres with 1,300 undercover car parking spaces available for short-term parking. On the B1 Level there are 38 spaces reserved for drivers with accessibility concerns. These are marked with the wheelchair symbol and are various widths, enabling those guests who rely on their wheelchairs or have mobility issues. The farthest car park bay is located 15 metres from the elevator.

All guests including Exhibitors, Contractors and Suppliers are required to pay for parking.

Clients may receive an allocated selected number of complimentary car parking passes, which will be issued by your Event Manager upon arrival to the Centre.

Should any specific arrangements be required regarding car parking, including VIP arrangements, please discuss with your GCCEC Event Manager.



### 2.05 Accessibility

The GCCEC is designed to ensure all guests have equal opportunity to benefit from the Centre's quality services and accessible facilities. Please refer to our [Accessibility Guide](#) for further information.

### 2.06 Accommodation

The Gold Coast boasts an extensive range of accommodation options from 5-star hotels to golf resorts, mountain lodges and serviced apartments.

The chic Broadbeach precinct (3km radius) offers more than 8,000 accommodation beds within walking distance to the GCCEC, with neighbouring Surfers Paradise precinct (8km radius) offering more than 27,000 accommodation options – all easily accessible via the Gold Coast's G:Link light rail system.

For a list of accommodation options in Broadbeach, please visit [Broadbeach Accommodation](#)

For a comprehensive list of accommodation on the Gold Coast, please visit [Gold Coast Accommodation](#)



# EVENT PLANNING & SAFETY GUIDELINES

## Section 3 - Safety

The GCCEC has an obligation to ensuring the health, safety and welfare of employees, contractors and visitors whilst on site at the GCCEC. In addition, as Clients, Exhibitors, Contractors and/or individuals accessing the site, there is a reciprocal obligation to ensure work activities do not endanger the safety of workers or others.

This section outlines the general health and safety requirements to be adhered to during events held at the GCCEC, including bump-in and bump-out. There may be additional requirements depending on the activities planned for the event.

### **3.01 Access to Restricted Areas**

Exhibitors and Contractors working on an event during bump-in and bump-out must enter and leave via GCCEC Security Control each day.

Contractor wristbands will be issued by Security Control upon verifying completion of the induction. The wristband must be clearly visible at all times whilst on GCCEC property, unless otherwise authorised by GCCEC.

All other persons associated with an event must approach the registration desk to receive accreditation (if required). Accreditation must be worn at all times for identification purposes.

Non-compliance: Failure by any party to comply with the access controls policies of the GCCEC may result in persons being prohibited from undertaking any work, or expulsion from the GCCEC.

### **3.02 Atmospheric Effects**

If your event includes atmospheric effects (i.e. snow machines, hazers, smoke machines, foggers, etc), special preparation may be required.

Further guidelines include, but are not limited to:

- If the GCCEC Fire System needs to be impaired and/or isolated, a specific Risk Assessment must be completed before the Fire System is impaired and/or isolated.
- Before the Fire System is impaired and/or isolated, an Fire Indicator Panel (FIP) Isolation and De-isolation Form must be completed.
- Use non-hazardous liquid only.
- Be aware of and follow any safety instructions indicated on the Safety Data Sheet (SDS).
- Nominate a trained responsible person to control machine operation.
- Place non-slip covering on walkways that may be affected by machine residue.
- Direct machine to minimise contact with the public.
- Guard the machine outlet to prevent burns.
- Ensure machines are tested and tagged and in date.

## EVENT PLANNING & SAFETY GUIDELINES

- Consult with the GCCEC regarding isolation of fire warning systems – in the event that smoke detectors require isolation.

Consultation with the GCCEC is required no later than 21 days prior to the event. Please contact your Event Manager to discuss further details.

### 3.03 Biological Hazards

Extreme care must be taken to ensure safe and secure transport, use, storage and disposal of sharps and biological matter (i.e. needles, blades, syringes), as they pose a direct risk of injury, illness, contamination, misuse or environmental damage.

Sharps, biological matter and all associated waste must be stored safely and securely whilst on site to prevent unauthorised access. An approved impermeable container must be supplied for the immediate disposal of the used sharps. All associated waste must be transported off-site for appropriate medical waste disposal at the Clients expense and must never be disposed of in the GCCEC waste bins.

The below documents covering the type of activity to be undertaken must be submitted:

- Risk Assessment of the act.
- Safety Management Plan or Safe Work Method Statement (SWMS).
- Public Liability Insurance (PLI).
- Work Cover.

Consultation with the GCCEC is required no later than 21 days prior to the event. Please contact your Event Manager to discuss further details.

### 3.04 Chemicals/Hazardous Substances and Disposal

Use of chemicals or hazardous substances at the GCCEC is heavily discouraged, however if they are required as part of an undertaking, the storage, handling and transportation of chemicals/hazardous substances must comply with Government legislation.

In case of a leak or spill, please alert the GCCEC immediately for assistance. Use of temporary signage and barriers where appropriate is highly recommended, as is appropriate protective clothing. It is the Clients responsibility to ensure all chemical containers are clearly marked with the relevant safety information and warning signs, as well as Safety Data Sheets (SDS) are available for all products.

Anyone using hazardous chemicals as part of their event must consult with your GCCEC Event Manager prior to the event and must:

- Have a current copy of the Safety Data Sheet (SDS) kept on site during the event.
- Wear appropriate personal protective equipment (PPE) when handling hazardous chemicals.
- Ensure that all chemical containers, including those decanted are clearly labelled.

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- Be familiar with potential hazards of the chemical (listed in the SDS).
- Follow the safety instructions in the SDS.
- Have spill kits and firefighting equipment made available (if required).
- Eliminate ignition sources where chemicals are used and stored.

### 3.05 Client's Responsibilities

The client is responsible for ensuring a safe event and/or exhibition, including the safe arrival and departure of any persons to and from the event and/or exhibition, so far as is reasonably practicable. This can only be achieved through consultation and in conjunction with the GCCEC and includes but is not limited to ensuring:

- The [Pre- Event Health and Safety Checklist - Organiser](#) is completed and submitted to your GCCEC Event Manager no later than 21 days prior to the event.
- Where applicable, provide to your GCCEC Event Manager an exhibitor listing for the event no later than 21 days prior to the exhibition.
- Emergency exits and firefighting equipment are easily accessible and readily available.
- GCCEC approval must be obtained before any prescribed fire installation including signage being obstructed, changed or covered in any way.
- Emergency egress or safety is not compromised on exhibition floor plans or in room theming and any such plans or theming allow for sufficient space around stands, displays and room sets.
- The GCCEC reserves the right to request a structural engineer's certificate (if required) for such items as temporary seating, scaffolding, custom builds or two-storey structures.
- Any Clients, Exhibitors or Contractors who would like to include a live demonstration or display, are required to consult with your GCCEC Event Manager prior to the event.
- Direct supervision of persons they engage to undertake activities on their behalf, i.e. contractors, sub-contractors, workers and volunteers.
- A bump-in and bump-out schedule must be provided to your GCCEC Event Manager no later than 30 days prior to the event, along with any relevant Risk Assessment and/or Safe Work Method Statements (SWMS) including how the Client will manage Chain of Responsibility risk (CoR).

Additionally:

- Clients are responsible for requesting proof that their Exhibitors and the Exhibitors Contractors will ensure the stability of stands and structures and implement safe systems of work when using plant, materials, machinery and equipment on site.
- By law, Clients must be satisfied as far as reasonably practicable that their Exhibitors, Contractors, entertainment acts and theming companies are made aware and adhere to the appropriate legislation.
- Contractors who are hired or instructed directly by the Client must be competent and consult with all relevant parties in relation to ensuring health and safety at all stages of the event, including bump-in and bump-out.

## EVENT PLANNING & SAFETY GUIDELINES

### 3.06 Contractor's/Sub-Contractor's Responsibilities

Contractors have reciprocal obligations and statutory duties which include but may not be limited to providing Public Liability Insurance (under \$20 million needs to be approved by the GCCEC), Certificate of Currency for Work Cover, a Safety Management Plan, Safe Work Method Statements (SWMS) and any relevant documents pertaining to their particular activity that they should disclose as the subject matter expert in their field. Contractors must be able to demonstrate training, supervision and the competency of workers and sub-contractors engaged to work on site.

Contractors also have a duty under the WHS Act to consult with all relevant parties regarding their tasks, and to ensure the work health and safety of all persons that their undertaking may impact on. This duty is not limited to their own stand or build area but to those on adjacent stands, aisle ways, fire exits and temporary seating, and to those using facilities, plant, materials, machinery or equipment (i.e. dust creation, noise issues, utilisation of forklifts, etc).

Contractors must adhere to the following standards of conduct at all times whilst at the GCCEC:

- Comply with all applicable legal requirements.
- Comply with Safe Work Method Statements (SWMS).
- Adhere to all directions from the GCCEC staff.
- Behave in a courteous and respectful manner.
- Avoid offensive language.
- Harassment and intimidating behaviour is not permitted.

Failure by any party to comply with the access controls of the GCCEC may result in persons being stopped from undertaking any work or expulsion from the GCCEC.

The GCCEC has established a contractor spot check process. The aim is to monitor the works being conducted within the work area which will include:

- Monitoring of WHS and environmental conditions.
- Incidents (including dangerous occurrences) and near misses.

Please note that high visibility vests and enclosed footwear must be worn at all times within the restricted work area. Hard hats are to be worn within exclusion zones whenever work above is being conducted. Contractor wristbands must be worn and visible as instructed by the GCCEC.

### 3.07 Duty of Care

The purpose of this section is to ensure event Clients, Contractors, Exhibitors, persons conducting a business or undertaking (PCBU) and workers understand the legislative obligations and guidelines for working on events at the GCCEC.

Every person has a responsibility to understand and comply with the Work, Health and Safety (WHS) Act, WHS Regulation, Australian Standards, Codes of Practice and the GCCEC health and safety requirements relevant to their work activities.

## EVENT PLANNING & SAFETY GUIDELINES

Every person has a responsibility to identify any foreseeable hazards and eliminate or minimise the risk as far as reasonably practicable.

There is also a requirement to consult, cooperate and coordinate with other persons working on site.

Clients have a legal responsibility to ensure the health, safety and welfare of public participants attending their event and any employee, volunteer or contractor.

### 3.08 Electrical

#### 3.08.1 Electrical Equipment and Switches

The Client, Exhibitors and Contractors are responsible for ensuring that electrical equipment and switches being used on the event are safe and regularly inspected, tagged and tested, and maintained in accordance with Australian Standards. GCCEC management reserves the right to demand the removal of any electrical equipment it deems to be non-compliant or suspected of being non-compliant.

Further guidelines critical to safety include:

- Ensuring all electrical installations are performed by a licensed electrical contractor and the necessary equipment for operation is supplied.
- Faulty or damaged electrical equipment is to be tagged 'Out of Service' and removed from use. Do not use damaged electrical leads
- Power tools are to be operated as per the manufacturers intended use specifications.
- Ensure power leads are protected from possible damage.
- When setting up a coffee station at an exhibitor stand/booth, ensure electrical leads are not exposed to water.
- Use of double adaptors is not permitted.
- Access to floor pits for the installation of sub-mains cables, piped services and data and telecommunication services is limited to the GCCEC staff or the Client's authorised exhibition contractor.
- All floor pit lids must be correctly positioned at all times, at no point can a pit opening be left exposed whilst unattended.
- Ensure all electrical accidents or incidents are reported to GCCEC security immediately.

#### 3.08.2 Electrical Cables

It is a GCCEC requirement that any electrical cables, data or similar that changes the floor levels across walkways is covered with cable ramps or matting, run through floor service pits, covered by carpet tiles, gaffer taped down or raised across walkways. Additionally, the use of distinguishable yellow and black hazard tape to alert guests of floor level changes is required.



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## 3.08.3 Power Tools

The use of power tools inside the GCCEC is not permitted without prior consultation from GCCEC management and without the appropriate controls in place. Such power tools include drop and circular saws, routers, planes, jigsaws, angle grinders, brick and tile cutting saws.

## 3.09 Emergency Procedures

If you need to raise the alarm in the event of an emergency please call GCCEC Security Control on **Ext. 999** or **4050** (internal phone extensions) or +61 (07) 5504 4050, or break the glass at a manual call point or call Emergency Services on 000.

In the event of an emergency, one of two tones will sound throughout the Centre:

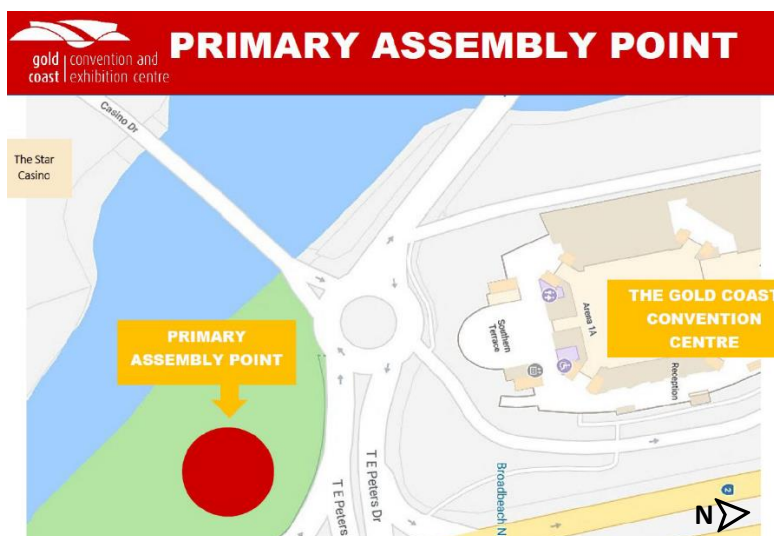
- **ALERT TONE: beep, beep, beep** – When this alert tone is sounded, occupants should stop what they are doing and await further instructions.
- **EVACUATION TONE: whoop, whoop, whoop** – When sounded, all occupants are required to evacuate to the emergency assembly area through the emergency exits as directed by the Emergency Wardens.

The GCCEC assembly area is immediately to the south of GCCEC in Bulletin Park, located in front of The Star Casino.

In the case of a fire, only use equipment and fight a fire if you have been trained to do so.

GCCEC management has the authority to make emergency announcements over any sound system and internal video monitor system at any time.

All visitors must allow free access and not hinder or obstruct any member of the medical, police, fire, ambulance, first aid or other emergency services, or any authorised Safety and Security Officer whilst performing their duties.



## EVENT PLANNING & SAFETY GUIDELINES

### 3.10 Exhibitors Responsibilities

All works conducted by Exhibitors are subject to relevant laws and regulations.

Exhibitors may have a greater Work, Health and Safety duty than that of their regular workplace. This is because their duties and responsibilities before, during and after an exhibition extend to those who build and man their stand (i.e. contractors, sub-contractors, employees or sales people) as well as those who visit and pass by their stand (i.e. clients, customers, other exhibitors and the general public). Exhibitors also have a responsibility for the safe use and maintenance of their stand contents and surrounds, e.g. ramping, stairs, wheelchair access, display items, moving parts of live displays, etc.

Exhibitors must ensure that those engaged to undertake work on their stand are competent and have undertaken a suitable and sufficient Risk Assessment for the work to be carried out. Complex stands or structures may require the production of documentation to verify that the structure is safe to inhabit (e.g. production of engineer's certificate, load capacity or installation as per manufacturer's directions).

The [Pre-Event Health and Safety Checklist - Exhibitor](#) must be completed and submitted to the GCCEC no later than 21 days prior to the event.

Please note that high visibility vests and enclosed footwear must be worn at all times within the restricted work area. Hard hats are to be worn within exclusion zones whenever work above is being conducted. Exhibitor wristbands must be worn and visible as instructed by the GCCEC.

### 3.11 Fire and Safety Regulations

#### 3.11.1 Emergency Exit Lights, Doors and Aisles

It is prohibited under Australian Legislation for any identified fire safety installation including fire doors, emergency exit lights, fire hose reels, and extinguisher's to be blocked and/or obstructed in anyway. The GCCEC has an engineered fire solution in place which specifies what is required as a minimum standard under legislation. Should any of these installations/safety features require alteration from its original intended use, consultation and approval from GCCEC Management is required prior to the event. Please contact your Event Manager to discuss further details.

#### 3.11.2 Fire Performers

The engagement of fire performers at GCCEC requires prior approval from GCCEC Management.

The entertainment company must provide GCCEC with copies of the following documentation:

- Risk Assessment.
- Safe Work Method Statement (SWMS).
- A Public Liability Insurance Certificate of Currency for \$20 million indemnifying GCCEC.

## EVENT PLANNING & SAFETY GUIDELINES

Additionally, the SWMS must include details of the risk involved, control measures implemented to eliminate and minimise risk, details of the security, supervision of/and exclusion zones of the pyrotechnics and work area must be submitted for review prior to the event.

### 3.11.3 Fire Proof Materials

All materials used to drape walls for theming must be rated as fire retardant. The drape must have a certificate attached to the drape and or available for inspection.

The use of materials within structures should also be fire retardant and such consideration must be given when styling/theming structures.

### 3.11.4 Flammable Liquids

The GCCEC must be consulted and approval obtained for any flammable liquids being used and stored on site at the Centre. All containers used, must be labelled correctly with hazard and warning information clearly visible on all containers.

A Safety Data Sheet (SDS) for the liquid must be present at all times and the use of anti-spill bunding must be used.

Additionally, the GCCEC must receive a copy of the Safe Work Method Statement (SWMS) outlining the identified risks and control measures to eliminate and/or minimise risks detailed within the SWMS. The SWMS will also need to identify the storage, security and intended use of the liquid.

### 3.11.5 Naked Flames and Candles

The use of naked flames including candles requires consultation with your GCCEC Event Manager prior to the event.

Gas appliances must meet Australian Standards and be certified for indoor use. Prior consultation is required.

In the interest of compliance to the building fire regulations, GCCEC recommends using battery operated flameless tea light candles for display.

Please note that should tea light candles be used for an event, they must be kept in a candle holder large enough to ensure that wax fallout to furniture or linen does not occur. Additional cost may be incurred if damages occur as a result of melted wax.

Where deemed necessary by the GCCEC, additional measures may be required to facilitate fire prevention and guest safety.

### 3.11.6 Pyrotechnics (Fireworks)

The use of pyrotechnics at the GCCEC requires prior approval from GCCEC Management no later than 45 days prior to the display.

## EVENT PLANNING & SAFETY GUIDELINES

The GCCEC must receive all relevant licenses and qualification documentation of the company and the person's controlling the pyrotechnics display.

The pyrotechnics company must supply the below documents relating directly to the display that will be undertaken:

- Risk Assessment.
- Safe Work Method Statement (SWMS).
- A Public Liability Insurance Certificate of Currency for \$20 million indemnifying the GCCEC.

Furthermore, the SWMS must include details of the risk involved, control measures implemented to eliminate and minimise risk, details of the security, supervision of/and exclusion zones of the pyrotechnics and work area must be submitted for review prior to the event.

GCCEC Security Control must be notified to confirm smoke detection has been isolated prior to firing. Please contact your Event Manager to complete the Fire Indicator Panel (FIP) Isolation and De-isolation form.

Please note that this form must be completed and returned to GCCEC Security Control before any Fire Indicator Panel (FIP) will be isolated.

### 3.12 First Aid

All GCCEC Safety and Security Officers are first aid trained and are the first responders in all medical and other related incidents.

For any events with specific hazards and where it has been identified in a Risk Assessment that there is a need for further first aid services, it is a requirement of GCCEC that the Client is responsible for providing a medical or first aid officer appropriate to the nature and throughout the duration of an event, at the Client's expense. Please discuss this further with your GCCEC Event Manager.

For all on site Safety, Security and Emergency related inquiries, please contact GCCEC Security Control on +61 (07) 5504 4050.

### 3.13 Gas Cylinders (LPG Cylinders)

Any Client, exhibitor or contractor wanting to use fuel source, including liquefied petroleum gas (LPG), as part of their event must consult with their GCCEC Event Manager. LPG cylinders, which have been approved by GCCEC to be brought on site will require a storage cage.

The following conditions apply for safe storage:

- Positioned upright so as not to fall over.
- Labelled with the company, contact name and number (and booth details, if applicable).
- No gas cylinder is to be left unsecured on site at any time or affixed to forklifts or other equipment.

## EVENT PLANNING & SAFETY GUIDELINES

- All gas cylinders must be removed from the cages at the end of the contracted event agreement.
- The number of gas cylinders being used on site will need to be confirmed with your GCCEC Event Manager.
- A detailed description of what the gas cylinder will be used for on site.
- Any LPG cylinder(s) used within an event area is to be removed from the area overnight and stored in the cage on the Loading Dock.

There is a limited amount of storage space in the on site cage. The GCCEC reserves the right to accept or reject any application. If there is no space, Contractors must supply their own storage cages, compliant with regulations for the storage of gas cylinders.

Please note that all gas cylinders brought onto the GCCEC property by a Client, Exhibitor or Contractor is done so at the sole risk of the Client, Exhibitor or Contractor. GCCEC does not accept responsibility for any storage, damage to or theft of these items.

### 3.14 Hot Work (Welding)

Hot work intended to be carried out at the Centre requires a Hot Work Permit to be completed and authorisation obtained from the GCCEC. Please discuss such requirements with your GCCEC Event Manager.

### 3.15 Incident and Hazard Reporting

A PCBU (Persons Conducting a Business or Undertaking) must report all incidents including injuries, illnesses, near misses, unsafe work practices, hazards or property damage immediately to your GCCEC Event Manager and/or GCCEC Security. An incident report will be documented and if the incident is notifiable, the WHS Regulator will be notified immediately. Consultation with the GCCEC is required, as the site may need to be preserved by GCCEC Security team.

### 3.16 Induction

It is a standard prerequisite that all persons working directly within a restricted work area or conducting high risk works at the GCCEC complete the online WHS induction.

We encourage all Clients, Exhibitors and Contractors to complete the necessary induction components online prior to their arrival via [Online Induction](#). Alternatively, this induction can be completed on site at the entrance to GCCEC Security Control. Please allow approximately 15-20 minutes to complete the Induction.



## EVENT PLANNING & SAFETY GUIDELINES

### 3.17 Manual Handling

It is a requirement that any person(s) undertaking manual tasks remember to:

- Identify tasks that may involve hazardous manual handling when planning events and include the manual handling controls in the Risk Assessment.
- Plan the layout and loading of items to minimise manual handling.
- Use mechanical lifting equipment to move loads wherever possible.
- Break down loads to manageable weights.
- Consult with workgroups to control manual handling.

### 3.18 Personal Protective Equipment (PPE)

It is a GCCEC requirement that whenever a person is performing work that has a safety risk, Personal Protective Equipment (PPE) including relevant safety clothing must be worn as protection against workplace hazards (e.g. masks, gloves, goggles, ear plugs or muffs, boots, helmets, long sleeved shirts and harnesses) and comply with relevant Australian Standards.

All Clients, Exhibitors, Contractors and their staff must wear a high visibility vest and enclosed footwear (no thongs, sandals or open-toed shoes) during the bump-in and bump-out of events, including when accessing the Loading Dock.

### 3.19 Risk Management

All persons performing works at the GCCEC are legally responsible for undertaking a Risk Assessment of their event and work activities. This assessment identifies any reasonably foreseeable safety hazards and provides the Client with an opportunity to implement measures in order to eliminate and/or minimise safety risks (occurrence).

Potential safety hazards that could arise include:

- Physical work environment.
- Incorrect operation of plant and equipment.
- Equipment, props, materials and substances used.
- Work tasks, and how they are performed and managed - interaction of the above aspects.

The Risk Assessment must include, but not limited to the following:

- Details of all phases of the event including bump-in, bump-out, rehearsal and performance.
- Any identified risks associated with works being performed and identified control measures to eliminate and/or minimise the risk.
- Any hazardous chemicals being used.
- Details of stage contents to ensure fuel loads are within permissible limits and controlled.

## EVENT PLANNING & SAFETY GUIDELINES

- A risk rating (e.g. low, medium, high or extreme) based upon the potential consequence and severity of the hazard.
- All workers that are involved in the tasks being performed have read and signed onto the SWMS on a daily bases.

The GCCEC requires site safety management plans, Job Safety Analysis (JSA), Risk Assessments and Safe Work Method Statements (SWMS) and monitors the control measures during the event.

### 3.20 Safety Data Sheets

Safety Data Sheets (SDS) are issued by the manufacturer of a hazardous chemical to provide detailed information on the safe use, handling, and disposal of a chemical and recommended first-aid treatment. Current SDS are to be provided to the GCCEC Safety and Logistic Team [safetyandlogistics@gccec.com.au](mailto:safetyandlogistics@gccec.com.au), prior to bringing hazardous chemicals on site. Please note that SDS can be downloaded from the manufacturer's website.

### 3.21 Security and Safety

The GCCEC can assist you with all of your event security needs. The GCCEC Safety and Security Team are well versed in all aspects of event security and are versatile in their approach to meet our Client's needs. This includes the ability to engage specific specialised security services, such as cash in transit and handling.

The GCCEC has an in-house Safety and Security Department which operates 24/7. All GCCEC Security and Safety Officers are dedicated fire wardens and are trained and qualified in all aspects of emergency response, as well as surveillance, crowd control, first-aid, WHS and general security duties. They are the first responders in all medical related and other incidents.

The GCCEC houses a Security Control office with state of the art CCTV systems, automated building security systems, fire detection and building management systems such as lighting controls and air conditioning systems.

The building's standard operating hours are from 06:00 to 22:00. Should you require access outside of these hours, charges will apply. Please discuss this with your Event Manager who will be able to provide a breakdown of labour charges.

For all Security and Emergency related inquires please contact Security Control on +61 (07) 5504 4050.

As the GCCEC is a licensed venue, the GCCEC has an obligation to provide a safe environment within the venue and to practice the responsible service of alcohol under legislation. For events where alcohol is being served additional security maybe required and additional charges will apply. There may be additional Security and Safety personnel required throughout your event to maintain a safe and secure environment.

## EVENT PLANNING & SAFETY GUIDELINES

Depending on the type of event, the demographic and the number of expected guests will determine the number of required security personnel. Please contact your Event Manager regarding your security requirements.

As a licensed venue, GCCEC does not permit the use of external security providers. Should a Client wish to use an external security provider to perform security duties at the GCCEC, prior approval from GCCEC must be obtained. Please discuss this further with your Event Manager.

Should a Client, exhibitor or contractor require the GCCEC smoke alarm system to be isolated at any stage of an event, consultation with GCCEC is required, as additional control measures may be required (i.e. Fire Wardens). There may be an additional labour charge applicable. Please contact your Event Manager to complete the Fire Indicator Panel (FIP) Isolation and De-isolation form.

### Safety and Compliance Team

The GCCEC Safety and Compliance Team monitor the work areas during bump-in and bump-out. They control access to the worksite and manage the traffic flow in shared zones whilst performing a number of duties, as outlined below.

The Safety Marshal(s) will monitor the exhibition zone during bump-in and bump-out, including:

- Conducting spot checks on credentials (i.e. High Risk Work Licences).
- Monitoring and checking persons within the work area have signed in and inducted to the site.
- Conducting spot checks on Contractors and checking they have their safety documentation present.
- Monitoring persons within the work zone are using the relevant PPE.
- Conducting spot check and monitoring persons performing works within the designated work zones to identify potential unsafe practices.

In some cases, more than one Safety Marshal will be required.

A Security Officer will also be positioned at the foyer entry point to the exhibition zone and be responsible for ensuring 'authorised access only' to the exhibition zone during bump-in and bump-out. The number of safety and compliance officers will vary based on the scale and requirements of the exhibition bump-in. In some cases, more than one Security Officer will be required.

GCCEC Loading Dock Marshal(s) are required for the bump-in and bump-out of your exhibition. Labour charges are applicable and additional charges apply for weekends and public holidays. In some cases, more than one Marshal may be required.

We recommend anywhere from 1-5 Loading Dock Marshal(s), depending on the size of the event and the complexity of the logistics. Please contact your Event Manager regarding scheduling times and Safety and Compliance team requirements.

## EVENT PLANNING & SAFETY GUIDELINES

### 3.22 Working at Heights

Rigging, shell scheme builds, building custom stands, two-storey structures, etc quite often require work to be conducted at a height. When working at heights at the GCCEC, platform ladders or Elevated Work Platforms (EWP's) should be used, or where possible the work should be undertaken at ground level. It is mandatory that a Safe Work Method Statement (SWMS) be provided for all work involving EWP's (i.e. scissor lift, boom lift, etc). Additionally, a harness or similar that complies with Australian Standards is to be worn whenever a person(s) are working at heights within the GCCEC.

It is a GCCEC requirement that all documentation pertaining to all custom build stands and two-storey (2) structure designs be submitted to the GCCEC Exhibitor Services Department by emailing [exhibitorservices@gccec.com.au](mailto:exhibitorservices@gccec.com.au), prior to an event.

Prior to any work commencing, Contractors are required to provide their:

- Public Liability Insurance (under \$20 million needs to be submitted to the GCCEC)
- Certificate of Currency for WorkCover; and
- Safe Work Method Statement (SWMS)

Drivers and Contractors should avoid working on the back of trucks whenever possible. For all tasks involving work from the back of a truck, preference should be given to the use of platform ladders or EWP's and where possible bring the work to ground level.

#### Ladders

All portable ladders must be used with in accordance with relevant legislation, fit for purpose for the task being performed and in line with manufacturers specifications and intended use.

Please note that the GCCEC will not loan or hire out ladders for use, with the exception of a safety step platform located on the Loading Dock to assist drivers with ease of access to items.

### 3.23 Workplace Health and Safety Queensland Inspectors

Workplace Health and Safety Queensland (WHSQ) and Electrical Safety Office (ESO) inspectors have particular legal powers under the following legislation to enter any workplace:

- Work Health and Safety Act 2011 (the WHS Act)
- Electrical Safety Act 2002 (the ES Act)
- Safety in Recreational Water Activities Act 2011 (the SRWA Act)

Inspectors have the power to enter any workplace that is:

- Authorised by a search warrant.
- Used for carrying out work that involves the storage and handling of dangerous goods.
- Used for carrying out work that involves the operation, use and storage of high risk plant that affects public safety.
- Covered by the Commonwealth WHS Act.

## EVENT PLANNING & SAFETY GUIDELINES

It is an offence to obstruct, threaten or interfere with an inspector who is exercising their powers under the Act. For further information regarding WHSQ inspectors and Right of Entry, please refer to [WorkSafe Queensland Work Health and Safety Laws](#)

### **Section 4 - General**

#### **4.01 Aerial and Acrobatic Performers**

Any aerial and acrobatic performance that has been engaged by the Client must consult with GCCEC Event Manager prior to engagement. The entertainment company must supply the below documents relating directly to the act that will be undertaken:

- Risk Assessment of the act
- Safety Management Plan or Safe Work Method Statement (SWMS)
- Public Liability Insurance (PLI)
- WorkCover

Should any performance have rigging requirements, please contact your Audio Visual Technical Event Manager, as charges will be applicable.

For the safety of guests any performance must ensure that all safety precautions are taken. In addition to supervision of the area during performances, safety controls such as clearly marked zones may be enforced to ensure that aerial acts do not occur above audience or GCCEC team members.

Consultation with your GCCEC Event Manager is required no later than 21 days prior to the event.

#### **4.02 Air Conditioning**

Air conditioning is provided to all internal areas of the GCCEC as part of the venue hire. Should air conditioning be required outside your event hours an additional charge may apply.

Please note that air conditioning will not be provided during bump-in and bump-out of the Arena, Central Rooms or Halls 1, 2, 3 or 4 while loading dock doors are open.

#### **4.03 Aisle Space**

The minimum width for an exhibition aisle is three (3) metres. Under no circumstance is any exhibitor stand, display or vehicle to encroach or obstruct aisles, nor prevent access to emergency exits, fire hydrant and fire extinguisher cupboards, audio visual and electrical cupboards.

Clear aisles will be set up during bump-in and bump-out of an exhibition to allow for safe passage through the restricted work areas. Objects restricting access to clear aisles and exhibition aisles will be removed without liability for loss or damage to the GCCEC.



## EVENT PLANNING & SAFETY GUIDELINES

### 4.04 Alcohol, Drugs and Smoking

All persons working on an event at the GCCEC must ensure that they are not suffering from fatigue or in possession, distributing and/or under the influence of alcohol, medication with adverse reactions or side effects, illegal drugs or other substances that could be a safety risk to themselves or others. Any person identified will be asked to leave the Centre immediately. Any illegal activity will be reported to the Queensland Police.

The GCCEC is a licensed venue. No third party may bring alcohol into the Centre without written consent from GCCEC Management.

Smoking is only permitted at clearly signed designated areas outside the GCCEC. This also applies to the use of electronic cigarettes and vaporisers.

### 4.05 Amusement Rides and Devices

An amusement device as defined under the WHS Legislation is a plant operated device for hire or reward that provides entertainment, sightseeing or amusement through movement of the equipment, or part of the equipment, or when passengers travel on, around or along the equipment (including inflatable structures).

It is a GCCEC policy that any amusement devices such as inflatable, waterborne, motorised and self-propelled equipment used within the Centre must adhere to the high-risk plant requirements specified within the legislation. This includes but is not limited to:

- Be operated by the owner or an employee of the owner.
- The owner must provide a current copy of any licence, registration, permit or certificate to operate, that is associated with all devices brought onto the GCCEC site.
- Provide a copy of Public Liability Insurance certificate (\$20 million).
- Ensure design meets Australian Standards and the design registration certificate number for the amusement device is permanently marked on the plant.
- Ensure the operator holds a current certificate as 'Registered Plant'.
- Ensure all testing or maintenance records can be viewed if requested.
- Ensure there is appropriate soft-fall area for inflatable structures (if applicable).
- Conduct a thorough check of inflatable structures and accessories prior to use (if applicable).
- Ensure suitable fire extinguishers are provided adjacent to the engine.
- Ensure operators are able to clearly communicate and instruct patrons to follow safety instructions during the period of ride operation.
- Ensure protective padding is placed over sharp edges or protruding structures.
- Signage for the control of passengers (e.g. height restrictions, age or weight, loading charts, etc) is prominently displayed.
- Ensure the operator is not under the influence of alcohol, medication with adverse reactions or side effects, illegal drugs or other substances.
- Be securely palletised and strapped for the safe unloading by forklift (where required).

Consultation with GCCEC Event Manager is required no later than 21 days prior to the event.

## EVENT PLANNING & SAFETY GUIDELINES

### 4.06 Animals

The GCCEC welcomes assistance animals, as defined in the Assistant Animals and the Disability Discrimination Act 1992 (DDA). Outside of this Act, no persons are permitted to bring animals into the GCCEC without the prior arrangement and consent of the Centre. The Client and/or exhibitor must strictly abide by all Centre managements instructions regarding the admission of animals into the Centre.

Further guidelines include:

- Client is to ensure all relevant information is in place from the animal holder such as Insurances, Licences and Risk Assessment, and demonstrate procedures are in place for the handling and containment of the animals before, during and after the event.
- The Client will need to consider the placement of animal exhibits or performances in relation to any food being prepared, displayed, served or stored at the event.
- Such approved animals or pets must be controlled by a competent animal handler (i.e. leashed dogs with muzzle if necessary and/or in an enclosure) at all times who must deal with dog misbehaviour (e.g. barking, fighting with other dogs, etc.) and handle customer complaints.
- The owner must take full responsibility for the animal/s. This includes cleaning up after them.
- Cleaning charges will apply for any cleaning caused by animals
- Where animals are being used as part of an exhibit or performance, the handler must demonstrate compliance with relevant animal protection and welfare requirements.
- All possible trip hazards (e.g. leashes on pathways) are eliminated.
- If an animal shows signs of illness, the animal handler must organise a vet to attend to the animal and alert the Client and your GCCEC Event Manager of any issues.

Please consult with your GCCEC Event Manager no later than 21 days prior to the event to ensure food safety standards are met when animals are being used as part of an exhibit or performance.

### 4.07 Automatic Teller Machines (ATM's)

The GCCEC is a cashless venue and therefore does not have ATM facilities on site, however your Event Manager can arrange ATM's for your event if required. ATM's can also be found at the adjacent Broadbeach shopping precinct.

### 4.08 Attachments and Fittings

Designated fixing points are available throughout the GCCEC. No attachment, fitting, fixture or defacing is to be made to the flooring, ceilings or the internal or external walls of the GCCEC, nor is any ladder or other device whatsoever to be affixed to, or suspended from any overhead structure without the prior consent of the GCCEC. No nail, screw or other device is to be driven into, nor are holes to be made, in any part of the GCCEC.

The Client will be responsible for any costs associated with the failure to comply with this requirement.

## EVENT PLANNING & SAFETY GUIDELINES

### 4.09 Audio Visual (A/V)

The GCCEC provides full in-house Audio Visual expert services, who can assist with audio, lighting, data and vision requirements for your event as well as provide theming, video, graphic and production support should you require. Please access [Audio Visual Policy](#) for further information.

### 4.10 Balloons

Helium-filled balloons are permitted as part of a fixed display (e.g. exhibition booth, table centrepiece, door arch, etc), however charges will be incurred for the retrieval of any loose/stray balloons from high ceilings and hard-to-reach areas.

### 4.11 Banners, Banner Poles, Banner Nodes and Flag Poles

All banner poles, banner nodes and flag poles offer exposure to traffic and pedestrians throughout the Broadbeach precinct.

#### Banners

GCCEC policy is that all banner rigging points must be provided by a GCCEC licensed rigger. Hire and rigging charges are applicable.

#### Banner Poles

There are 26 double banner poles located on the GCCEC driveway. Hire and rigging fees are applicable.

#### Banner Nodes

There are two banner nodes with a maximum sized banner of 16.4ft x 16.4ft (5000mm wide x 5000mm high) facing the Star Casino and four (4) banner nodes with a maximum size banner of 26ft x 26ft (8000mm wide x 8000mm high) facing the Gold Coast Highway. Hire and rigging charges are applicable.

#### Flagpoles

The GCCEC has six flagpoles located at the main entrance to the Centre. Should you wish to fly your corporate, conference or country flags from these poles the recommended size of flags is 8ft x 5ft (2438mm wide x 1524mm long). A hire fee per flagpole is applicable.

Please liaise with your Event Manager regarding your requirements:

- A [Banner Rigging Request Form](#) must be forwarded to GCCEC no later than 21 days prior to your event.
- All banners must be delivered to the GCCEC's loading dock, no later than seven days prior to your event with a [GCCEC Delivery Label Form](#). All labels must be clearly marked with the event details (name of event, room/hall and date of event) and affixed to each item.

## EVENT PLANNING & SAFETY GUIDELINES

- If there is a specific order in which banners must appear, a diagram should be forwarded to your Event Manager no later than seven days prior to your event.
- At the conclusion of the event, banners will be transferred to the Loading Dock for collection. The GCCEC holds no responsibility for the collection of banners.
- As storage space is limited, all goods must be collected within one (1) working day after the conclusion of the event.
- All artwork of the banner must be approved by your GCCEC Event Manager.

### 4.12 Branding

Within the GCCEC there are branding opportunities for our Clients to promote their event and sponsors within their allocated space. For further information, please discuss with your Event Manager.

Clients can use the GCCEC website to promote their events at no additional charge. The GCCEC Marketing team would welcome the opportunity to work with you to maximise your events exposure at the GCCEC.

### 4.13 Broadcasting and Telecasting

The filming, streaming or recording of all or part of an event for commercial use requires prior written consent from the GCCEC. Additionally, please alert and discuss any on site media requests and subsequent requirements with your GCCEC Event Manager. At least 24 hours notice is preferred.

### 4.14 Building Damages and Due Care

The GCCEC provides a world-class venue complete with well-maintained facilities for all events and visitors. Should the Client, its representatives, people attending or involved in the event cause any damage to the GCCEC property during the bump-in and bump-out of an event or the event itself, the Client will be required to pay the cost of repair or replacement to the property.

Venue approval must be sought before making any changes to structural surfaces, e.g. suspending or affixing items or substances to walls, floors, ceilings or columns. Please discuss such requirements with your Event Manager.

### 4.15 Canvassing, Solicitation and Distribution

Intent to canvas or solicit business during an event at the GCCEC requires prior written approval from your Event Manager. If granted, such activities can only occur within the contracted space. The same applies for the distribution of material such as promotional flyers. These are strictly prohibited in shared or common areas and on cars parked within the GCCEC car park.

## EVENT PLANNING & SAFETY GUIDELINES

### 4.16 Carpet

The GCCEC does not permit power tool activities such as drilling, sawing and sanding along with any painting activities on the GCCEC carpeted areas. Should any damage or cleaning to the carpeted foyer areas or carpet tiles be required, it is the responsibility of the Client and charges will apply.

For all exhibitions held in the Arena, Central Rooms and Halls 1, 2, 3 and 4, these rooms will not be carpeted for your exhibition. Charcoal carpet tiles are available to hire from the GCCEC for your exhibition. Please arrange this service through your GCCEC Event Manager.

### 4.17 Catwalk

There are catwalk facilities located within the Arena of the GCCEC. There are strict control measures in place for use of the catwalk. Please contact your Event Manager to discuss further details.

### 4.18 Children

Persons under the age of 15 years are not permitted to enter a restricted work area within the GCCEC (such as where forklift operation, rigging or stand building is being undertaken), or in the loading dock during the bump-in and bump-out of events. At all other times, children must be supervised by a responsible adult when in any areas of the Centre.

### 4.19 Child Care (Creche)

If a Client engages a company to operate a child care facility within the Centre, the Client will need to ensure they have contracted a suitable room and the childcare provider is accredited in line with relevant legislation.

The below information and documents must be submitted:

- Company and contact person details.
- Public Liability Insurance (PLI).
- Program (including opening and closing times)

Consultation with the GCCEC is required no later than 21 days prior to the event. Please contact your Event Manager to discuss further details.

### 4.20 Civil Disturbance

Please inform your GCCEC Event Manager if your event is likely to attract a civil disturbance, or are aware of any known threats (i.e. riots, protests).

## EVENT PLANNING & SAFETY GUIDELINES

### 4.21 Cleaning

The GCCEC is responsible for providing a clean space at the commencement of tenancy and for the cleaning of public areas and disposal of rubbish throughout the event.

During an exhibition, the aisles are cleaned and rubbish bins emptied on a regular basis by the GCCEC team during operational hours. Exhibitors and Contractors are responsible for the cleaning of their individual stands, however the GCCEC offers a stand cleaning service to Exhibitors and Contractors at their request and expense.

Exhibitors or Contractors requiring this service will be charged directly and are required to complete and return the [Stand Cleaning Order Form](#) no later than 21 days prior to the event.

Charges are applicable for the following and can be confirmed by your Event Manager:

- Disposal of chemicals wet waste cleaning or any chemical substances.
- Removal of large volumes of rubbish to skips in dock areas.
- Specialised cleaning duties or requirements (e.g. confetti, glitter etc).
- Cleaning of exhibition stand areas.
- Pre/post event and overnight cleaning charges.
- Post waste removal charges.

### 4.22 Cloakroom

Should you wish to offer this provision for your guests, please discuss your requirements with your GCCEC Event Manager. Room hire and labour charges (for a cloakroom attendant/s) will apply.

### 4.23 Coffee Shop Account Card

If a Coffee Shop outlet is operational during your event, a Coffee Shop account card for food and beverage items can be requested through your GCCEC Event Manager. All charges incurred during the event will be invoiced. If you wish to make use of this service please complete and return the [Account Form](#) no later than 21 days prior to your event.

### 4.24 Confetti Cannon

The GCCEC reserves the rights to refuse the use of confetti cannon within an event. Additional cleaning charges will be applicable. Please contact your GCCEC Event Manager to discuss further details.



## EVENT PLANNING & SAFETY GUIDELINES

### 4.25 Credit Cards/Direct Deposits

The GCCEC offers an online payment portal for you to pre-pay invoices before you visit the Centre. Food and beverage retail outlets offer EFTPOS facilities including credit cards. Online payments made by credit card will incur a transaction fee.

### 4.26 Exhibition Stands/Custom/Booths and Temporary Structures

The design and construction of any temporary building or structure must comply with Building Code of Australia (BCA), National Construction Code (NCC), statutory regulations and be constructed in-line with the relevant Australian Standards. The Client, stand builder and/or designer is responsible for, but not limited to, ensuring:

- A detailed floor plan is submitted to the GCCEC no later than 21 days prior to the event.
- Detailed design build plans for any custom build stands/two-storey structures, scaffolding or temporary seating are submitted to the GCCEC for review no later than 21 days prior to the event.
- Stand builder and/or the designer has documented controls in a risk assessment for all construction work and submitted to the GCCEC no later than 21 days prior to the event.
- Stand builder and/or the designer has relevant Public Liability Insurance (under \$20 million needs approval via GCCEC), Certificate of Currency for WorkCover and submitted to the GCCEC no later than 21 days prior to the event.
- Structures over 2.4 metres in height have been reviewed by GCCEC to ensure suitable clearance below the existing ceiling (50cm from any sprinkler head), no fire exit signs obstructed and that the stand is of the correct dimensions.
- That any construction meets fire retardant standards (e.g. non-combustible, non-flammable).
- Construction work is completed off-site where possible.
- Qualified tradespeople are utilised for construction work.
- Certified by an engineer (where applicable).
- Permission is obtained from the Executive Manager Property Operations before attaching temporary construction to GCCEC property.
- Permit systems are followed for hot work, confined space and working from heights
- Safety information instructions for housekeeping and electrical safety are followed.
- Clean up (e.g. need to have vacuum cleaner) and disposal of any residue is considered.
- Safety Data Sheets (SDS) are on site and accessible for any chemicals used on site.
- The GCCEC site safety rules on Personal Protective Equipment (PPE), clothing and induction requirements are followed.

#### 4.26.1 Enclosed Areas – Fire Solutions

Enclosed exhibition stands/booths that have hard or non-pervious ceilings, that obstruct the GCCEC's installed fire detection and suppression wet pipe systems must have an alternative fire solution installed.

## EVENT PLANNING & SAFETY GUIDELINES

This can be achieved by the installation of portable fire extinguishers with the appropriate signage and suitably trained staff. All extinguishers must be unused, fit for purpose and within current test date. The installation of battery-operated smoke detectors will also be required for enclosed stands/booths with hard roofs, that may obstruct the GCCEC's installed fire detection (i.e. storage cupboards and enclosed private rooms).

Any structure that impedes the GCCEC's prescribed fire installations, that does not have a documented suitable alternative solution installed will not be permitted at the GCCEC. Please discuss further with your GCCEC Event Manager.

### 4.26.2 Temporary Structures

All erected structures at the GCCEC must be designed and constructed in line with relevant legislation and as per the manufacturer's specifications.

The structures must be designed by a suitably qualified person(s) and take into consideration ease of access and egress for mobility impaired persons, fire detection and suppression as well as compliance with relevant construction codes and legislation.

It is the person(s) erecting the structure responsibility to ensure the structure is assembled as per the qualified designer/manufactures specifications.

The GCCEC takes no responsibilities for the design/construction of any structure erected within the GCCEC. The GCCEC reserves the right to request information and clarification on all structures being erected at the GCCEC.

### 4.26.3 Accessibility

Legislative Requirements: The Commonwealth Disability Discrimination Act (DDA) makes it a federal offence to discriminate on the basis of disability.

It is important to note that while the National Construction Code (NCC) and the Australian Standards set the minimum requirement for access, they do not regulate compliance under the DDA. It is therefore vital to give careful consideration to the provision of safe and equitable access for everyone.

In accordance with the DDA, all stands within an exhibition that are intended to be occupied by members of the public must be accessible to people with a disability.

## 4.27 Dance Floors

The GCCEC has the facility to provide a dance floor for your function on a complimentary basis (subject to availability). Please liaise directly with your GCCEC Event Manager regarding your requirements.

Please note that Elevated Work Platforms (EWP's), boom lifts or similar heavy equipment are not permitted on the dance floor and/or sections of the dance floor at any time.

## EVENT PLANNING & SAFETY GUIDELINES

### 4.28 Drones

The use of Remotely Piloted Aircraft (RPA) or Unmanned Aerial Vehicle (UAV) at the GCCEC is strictly controlled. RPA/UAV's are to be operated as per relevant legislation and controlled by an accredited operator. All relevant licences, insurances and safety documentation must be submitted to the GCCEC prior to the event. Consultation with your GCCEC Event Manager is required no later than 21 days prior to the event.

### 4.29 Electrical Consumption

All stand lighting and electrical equipment must be connected on a regulated timer to reduce electrical consumption when stands are unoccupied. These can be sourced through the Client's authorised exhibition contractor.

Charges apply for all electricity consumed during exhibition and live entertainment events.

Please note that the GCCEC requires all exhibition booths to turn off non-essential power outside of exhibition hours. Please be aware additional power and associated charges will apply for any power connected outside of exhibition hours. Please contact your Event Manager should this service be required.

### 4.30 Entertainment (Bands, Performers and Speakers)

Your Event Manager or Technical Event Manager is able to assist with the selection and booking of your entertainment requirements.

Most entertainment costs do not include lighting or production. These charges should be included in your budget to ensure full costs are represented for entertainment. Please discuss this with our GCCEC Audio Visual team.

#### 4.30.1 Entertainment Crew Catering

Entertainment catering can be arranged through your Event Manager. Please provide your Event Manager with your entertainment crew rider along with their meal service times and any dietary requirements that are applicable.

Please note that the GCCEC has exclusive rights to the sale of food and beverage. No organiser or person shall bring into a licensed area or distribute any item of food or beverage within the GCCEC, without prior written approval from GCCEC management.

## EVENT PLANNING & SAFETY GUIDELINES

### 4.30.2 Entertainer Change Rooms

The GCCEC has permanent entertainer's Green Rooms. These areas are provided on a complimentary basis (subject to availability) and are located on the ground floor.

Following are the Green Rooms and their locations:

- Green Rooms 1, 2 and 3 are connected with the Arena
- Green Room 5 is connected to Hall 4

A standard banquet round table, banquet chairs, mirror, clothing rack, ironing board and iced water is available on a complimentary basis.

### 4.31 Escalators and Elevators

The GCCEC only permits Clients, Exhibitors and Contractors to carry hand held items in the front-of-house elevators and on the escalators. All large freight and equipment, requiring the use of trolleys, are to be delivered via the Centre's loading dock. There is a service/goods elevator available from the loading dock.

The service/goods elevator maximum load capacity and dimensions are as follows:

Load capacity: 3,178 kg  
Internal elevator area: 2700mm (depth) x 2100mm (width) x 2900mm (height)  
Clear door space: 2200mm (width) x 1800mm (height)

Maximum loading capacities must be observed when using elevators. Care must be taken when loading and unloading elevators to prevent damage to doors, walls and the control panel.

### 4.32 Exhibitor Services

The GCCEC offers an extensive range of services for Exhibitors such as catering, technology, water and waste facilities, banner hanging and rigging, stand cleaning and audio visual services. These services can be pre-arranged by Exhibitors through our dedicated GCCEC Exhibitor Services team.

Exhibitors are able to order these services ahead of the event by emailing [exhibitorservices@gccec.com.au](mailto:exhibitorservices@gccec.com.au) or by phoning +61 (07) 5504 4000 to speak with our Exhibitors Services team members.

Order forms can be accessed via [Exhibitor Forms](#) on the GCCEC website.

#### 4.32.1 Exhibitor Banner Rigging

Banner rigging services are available for all Exhibitors and Contractors at the GCCEC.

## EVENT PLANNING & SAFETY GUIDELINES

The GCCEC does not object to Exhibitors or Contractors providing their own licensed rigger to rig banners and banner requirements, however venue approval is required. All rigging plots must be submitted to the GCCEC for Centre review no later than 21 days prior to an event.

The GCCEC team can provide banner rigging services for Exhibitors and Contractors and charges will apply. Please complete the [Banner And Rigging Request Form](#) and return it no later than 21 days prior to your event.

Please note that all rigging top points must be installed and removed by a GCCEC licensed rigger and charges will apply for this service.

### 4.32.2 Exhibitor Payments

In order for exhibitor services to be provided as scheduled, full pre-payment is required for any Exhibitors services provided by the GCCEC. Payment can be made by bank transfer or credit card through the Exhibitor Services team. Invoices can be pre-paid via the [GCCEC Payment Portal](#)

### 4.32.3 Stand Catering

For exhibitor convenience, the GCCEC offers [stand catering](#) which must be pre-ordered. Please complete the [Exhibitor Catering Form](#) and return no later than 21 days prior to your event.

Please note that the GCCEC has the sole catering rights for all food and beverage products. Exhibitors are not permitted to outsource food and beverage requirements from external caterers.

### 4.32.4 Stand Cleaning

Exhibitors and Contractors are responsible for the cleaning of their individual stands. The GCCEC offers a stand cleaning service to Exhibitors and Contractors at their request and expense.

Exhibitors or Contractors requiring this service will be charged directly and are required to complete and return the [Stand Cleaning Order Form](#) no later than 21 days prior to the event.

### 4.32.5 Stand Technology Communication and Data Form

The GCCEC can offer Exhibitors technology and communication services, please refer to the [Technology Communication and Data Order Form](#) for relevant connection costs and return no later than 21 days prior to your event.

## 4.33 Feedback Questionnaire

Clients, Exhibitors, Contractors and visitors who attend an event at the GCCEC may be contacted and asked to provide feedback on their recent experience. This feedback is invaluable as it assists us with identifying service improvements and recognising team achievements.

## EVENT PLANNING & SAFETY GUIDELINES

### 4.34 Floor Levels – Raised Floors, Steps, Ramps, Edging and Landings

Any changes to floor levels present a safety hazard and/or accessibility challenges and therefore must comply with the relevant National Construction Code (NCC), Australian Standard and Disability Discrimination Act (DDA). Failure to do so may result in the risk of injury to a person(s).

#### 4.34.1 Floor Markings

Costs will be incurred if flooring is damaged and needs repairing or replacing, or if flooring is marked and requires additional cleaning. If adhesive tape has been used on the floor it must be completely removed with care. Double sided tape, gaffer tape and duct tape will leave a sticky residue and cleaning charges will apply to remove the adhesive residue to ensure the GCCEC floor area is residue free.

Please note that under no circumstances can any core drilling be conducted into any GCCEC surface.

#### 4.34.2 Floor Surfaces

Any changes to floor surfaces present a potential slip, trip and fall hazard. It is the joint responsibility of the Client, exhibitor or contractor and/or their agent to ensure that floor coverings within their area does not create hazards.

### 4.35 Floor Loading

All floor areas within the GCCEC have loading limits per square metre. The floor load allowances for GCCEC are as follows:

- Loading Dock                      15 kPa (1500kg/m<sup>2</sup>)
- Arena and Service Road        15 kPa (1500kg/m<sup>2</sup>)
- Halls 1, 2, 3 and 4                20 kPa (2000kg/m<sup>2</sup>)
- Central Rooms                    15 kPa (1500kg/m<sup>2</sup>)
- Rooms 1 to 12                    5 kPa (500kg/m<sup>2</sup>)

Any equipment or item to be displayed or used during an event that weighs more than 500kg (in Rooms 1 to 12) or 1500kg (in the Arena, Central Rooms and Halls), must receive venue approval, including the loading/unloading method, prior to the item or equipment being brought onto the GCCEC.

The organiser, exhibitor and/or the contractor is required to notify their GCCEC Event Manager and provide the following information:

- The dimensions of the base of the item.
- The gross weight of the item.
- Provide a picture or diagram of the item.
- Indicate on the floor plan where the item is to be located.
- The method for loading/unloading.



## EVENT PLANNING & SAFETY GUIDELINES

A certified Structural Engineers report will be required at the Client's expense if the weight has potential to compromise the structural integrity of the Loading Dock or space.

Consultation with your GCCEC Event Manager is required no later than 21 days prior to the event.

### 4.36 Floor Plans

All banquet, exhibition, rigging and display floor plans must be submitted to the GCCEC for approval, no later than thirty (30) days prior to the commencement of the event or exhibition. The Client and its agents must adhere to the approved layout.

Any amendments made to the approved floor plan is required to be submitted to your GCCEC Event Manager for re-approval.

The following information must be indicated with the submitted floor plan:

- Event name and dates.
- Details of the organisation and person who has drawn the plan.
- Version number and date drawn.
- Scale of the drawing.
- Location of emergency exit doors, signs and fire hydrants.
- Exhibition floor plans must indicate stand numbers, dimensions, aisle widths entrance, registration, and displays.
- Banquet and meeting floor plans are to include total seating numbers, location of stage and size, AV control desk (if applicable), displays, theming, draping, etc.
- 'No build zones' are clearly indicated on all floor plans.
- Indicate clear aisles for the purpose of emergency evacuation.

Should any venue emergency exit lights be covered by draping or sightlines blocked by a booth/stand or display, it is the responsibility of the Client, its Contractors or production company to arrange temporary battery backup illuminated emergency exits lights to be positioned in a venue nominated location.

### 4.37 Food and Beverage

The GCCEC has the exclusive rights to the sale of food and beverage. No Client, Exhibitor, Contractor or person shall bring into a licensed area, distribute or give away any item of food or beverage without prior written approval from GCCEC Management. By way of the Liquor Licence conditions, the GCCEC retains the exclusive right to the sale and service of all alcoholic beverages.

#### 4.37.1 Dietary Requirements

The GCCEC takes meticulous care for dietary requirements. Some food items prepared by the GCCEC kitchen may contain allergens that some guests may be allergic to. Our team of qualified kitchen personnel work closely with Clients to ensure we accommodate guests with dietary needs.

## EVENT PLANNING & SAFETY GUIDELINES

Detailed requests are required at least ten (10) business days prior to the event.

Please be aware that additional charges may apply for any guests with a specific dietary request. Please discuss this further with your GCCEC Event Manager.

### 4.37.2 Catering Numbers

The Client must confirm estimated catering numbers with their GCCEC Event Manager 30 days prior to the event.

Guaranteed confirmation of anticipated numbers is required in writing by 4pm three business days prior to your event. If numbers decrease within the 72 hour period, there will be no reduction in costs. This serves as our agreement on minimum numbers for payment, however you may increase your numbers until 9am on the day of the event.

If an event falls on:	Final delegate numbers are due by <b>4pm</b> three business days prior to the event
Monday	Previous Wednesday
Tuesday	Previous Thursday
Wednesday	Previous Friday
Thursday	Previous Monday
Friday	Previous Tuesday
Saturday	Previous Tuesday
Sunday	Previous Tuesday

### 4.37.3 Food and Beverage Sampling/Sales

The GCCEC does not object to the distribution of sample food or beverages by a Client and/or exhibitor as a means of demonstrating their manufactured product, however the sale of take-away alcohol and food is not permitted, unless prior written approval has been granted by GCCEC Management.

Should an event feature beverage sales, the Centre will consider applying to the Office of Liquor and Gaming for a variation to its Liquor Licence. The GCCEC Liquor Licence hours are from 10am to 2am.

Please note that the Council of the City of Gold Coast may require a Temporary Food Licence. Please discuss this further with your GCCEC Event Manager.

If sampling is being undertaken, the following form/s must be completed:

- [Food Sampling Request Form](#) – please return no later than 21 days prior to your event.
- [Beverage Sampling Request Form](#) - please return no later than 21 days prior to your event.

Due to WHS, alcohol cannot be consumed during bump-in and bump-out of any event.

## EVENT PLANNING & SAFETY GUIDELINES

### 4.37.4 Food Safety

The GCCEC has a food safety program that incorporates good hygiene practices and ensures all suppliers must comply with this program for all food items entering or being served or sold at the Centre.

The GCCEC food safety program has been developed to ensure product quality, safety and integrity by limiting the possibility of accepting inferior products or products which could potentially introduce either a microbiological, chemical or physical hazard to the Centre or its customers.

All food items being received by the GCCEC from third parties will comply with the GCCEC food safety program. A policy framework is distributed to all suppliers as part of the pre-planning material and is subject to strict receiving, storage, transportation and selling conditions within the GCCEC's good hygiene practices program.

It is expected that safe food handling procedures and hygiene standards are demonstrated during food preparation and sampling. Additionally, full disclosure of ingredients including the presence of allergens must be readily available for enquiries.

### 4.37.5 Kombi/Satellite Café or Catering Outlet

The GCCEC Kombi café is centrally located on the ground floor of the Centre and is operational at the venues discretion. If the GCCEC does not deem an event commercially viable, the venue will not open the Kombi café.

The Client may request to have the Kombi café or satellite catering outlet operational within or during their event. Please contact your GCCEC Event Manager to discuss further details. Please note that a minimum food and beverage spend will be required.

Coffee shop accounts for the Kombi café or catering outlets can be arranged through your GCCEC Event Manager.

There is an LCD screen built into the Kombi café that can be used for an event or sponsorship branding. A labour charge may be applicable for any customised branding. Please contact your GCCEC Event Manager to discuss your requirements.

### 4.37.6 Menu Selection

Our team of award-winning Chefs are dedicated to serving restaurant quality meals, from breakfast to break, lunch to dinner and anything in between. Please speak to your GCCEC Event Manager to discuss menu options that have been amended to suit current food service guidelines.

The Client must confirm menu selections with their GCCEC Event Manager thirty (30) days prior to an event.

## EVENT PLANNING & SAFETY GUIDELINES

### 4.37.7 Minimum Catering Spend

Minimum catering spend is outlined within the GCCEC Event Contract between the Client and GCCEC. Any shortfall will incur a shortfall surcharge.

GCCEC can offer a user pays bar, beverages on consumption, catering outlets for events, however, a minimum spend will be required. Please discuss the minimum spend charges with your GCCEC Sales or Event Manager.

### 4.37.8 Responsible Service of Alcohol (RSA)

The GCCEC is committed to patron care by ensuring the health, safety and well being of our team members and guests is the foundation of all policies and procedures.

The GCCEC is a licensed premises and as per the Liquor Act of 1992 in regards Responsible Service of Alcohol (RSA), the licensee, nominees and staff of a licensed premises have a responsibility to ensure that liquor is sold and supplied to patrons in a responsible manner.

Furthermore, it is an offence to supply liquor, allow liquor to be supplied or consumed by a person who is under 18 years of age, or who is unduly intoxicated or disorderly.

### 4.37.9 Cooking Demonstration

If cooking of food on a stand/booth is required as part of a demonstration, approval is required no later than 21 days prior to the event. Please contact your GCCEC Event Manager to discuss further details.

## **4.38 GCCEC Team**

### Assistant Floor Manager

Upon arrival at the GCCEC, your Event Manager will meet with you and your Assistant Floor Manager to complete a thorough handover. Whilst on site, your Assistant Floor Manager will be responsible for the operation of your event.

### Event Manager

An Event Manager will be assigned to your event once it has been confirmed and will be your main contact during the planning stages and implementation of your event.

### Exhibitor Services

For events that include exhibition or trade, the GCCEC have a dedicated Exhibitors Services team that will liaise with your Exhibitors. Clients are required to provide their Event Manager with an exhibitor's listing thirty (30) days prior to the event.

### Loading Dock

For events that include exhibition or trade, the GCCEC have a dedicated Loading Dock team member that will liaise with your exhibitors.

## EVENT PLANNING & SAFETY GUIDELINES

### Technical Event Manager

A dedicated Technical Event Manager will work with you throughout the planning stages and on site to determine all of the technical production, rigging, and IT requirements and work to determine a technical solution suitable for your event goals.

### Production Manager

Your technical lead, the Production Manager is responsible for delivering all of the events technical requirements. They provide specialist technical support in the planning, and whilst on site the Production Manager leads the technical team delivering your event.

### **4.39 Generators and Compressors**

The use of generators or compressors (including any aero technics such as confetti canons) must receive approval from the GCCEC no later than 21 days prior to the event. Please contact your GCCEC Event Manager to discuss further details.

### **4.40 Information Technology (IT)**

For all your technology, communication and business services, please refer to the [Technology Communication And Data Order Form](#) for relevant connection costs. This form must be received no later than 21 days prior to your event.

GCCEC offers complimentary public Wi-Fi services throughout the venue, which is suitable for basic internet browsing, social media and email.

A premium network service can be tailored to your event requirements by contacting your Technical Event Manager. Any special services that need to be connected to the GCCEC networks must be approved by the GCCEC IT Services Department.

### **4.41 Insurance**

As per the contract, the Client is required to have a Public Liability Insurance Policy. Prior to arrival they must supply the GCCEC with relevant documentation including, but not limited to:

- Certificate of Currency with a minimum \$20,000,000 cover.
- Current Work Cover Certificate of Currency.

The GCCEC has the right to request changes to the Policy if the GCCEC reasonably considers the changes are required to ensure the more efficient operation of the GCCEC or the event.

If the Client does not take out the necessary insurance, the GCCEC may take out suitable insurance. The Client will be responsible for the cost of this insurance.

The Client's liability to the GCCEC or Queensland Government will not be limited because of any insurance policy. For example, if the amount of the Client's insurance does not cover the loss suffered by the GCCEC, the Client will still be required to pay the full amount of the GCCEC's loss.

## EVENT PLANNING & SAFETY GUIDELINES

### 4.42 Landscape Materials

Should any Client and/or Exhibitor use landscape products such as sand, soil, mulch, gravel, etc for their display, floor protection measures will need to be provided to prevent any damage to the GCCEC floor.

Ensure loose materials such as gravels, decorative rocks, soils are firm under foot and do not cause any safety hazards.

Charges will apply for any removal or damaged caused to the GCCEC floor or carpeted areas.

### 4.43 Lasers

Laser light is prohibited without prior notice and consent from the GCCEC. Laser light can cause accidents and as a result, intended use (i.e. entertainment show, devices on display, etc) must be compliant with relevant legislation and Australian Standards 2211 and must be approved by the GCCEC no later than 21 days prior to the event. Please discuss requirements with your GCCEC Event Manager.

### 4.44 Lecterns

The GCCEC is pleased to provide a lectern in each meeting room on a complimentary basis (subject to availability). Should you wish to provide branding/signs for our lecterns, the lectern dimensions are 810mm (H) x 490mm (W). It is recommended that corflute material be used to brand the GCCEC lecterns.

### 4.45 Loading Dock and Logistics

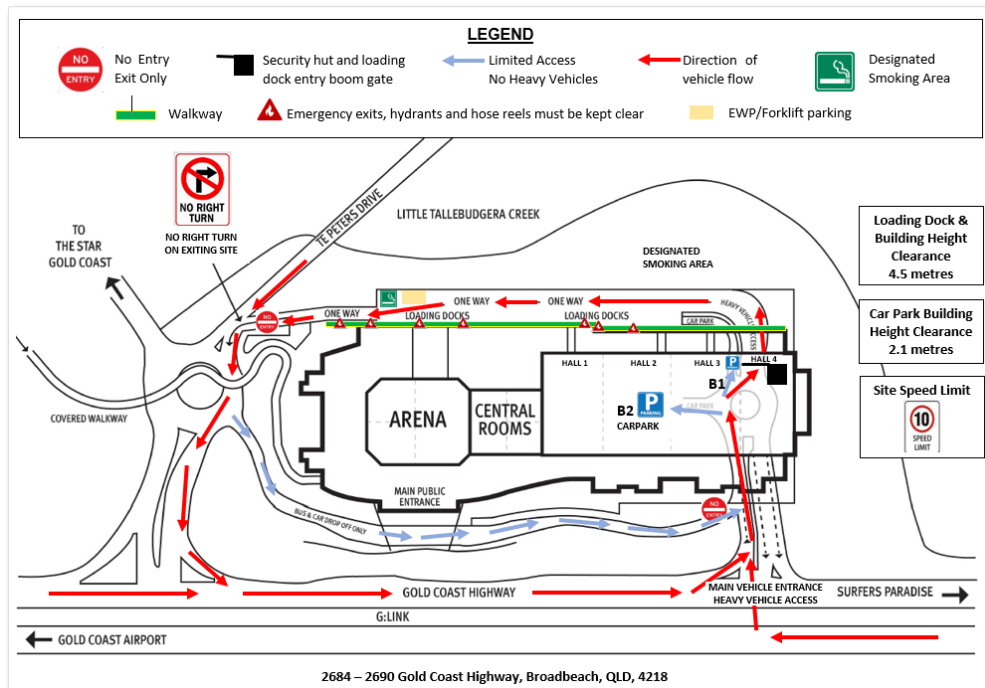
The Loading Dock access ramp is a one way directional system accessible via the northern end entrance of the GCCEC and has manned vehicle checkpoints to monitor access, assisting in the orderly flow of traffic in accordance with deliveries, collections, bump-in and bump-out schedules. Goods will not be accepted at any other point.

The Loading Dock access ramp is covered with a ceiling height of 4500mm (4.5 metres) high x 6000mm (6.0 metres) wide. Vehicles that exceed this height and width will need to contact your GCCEC Event Manager to make arrangements to access the Loading Dock from an alternative direction.

Marked thoroughfares must be kept clear at all times. The GCCEC accepts no responsibility for the safety of vehicles and their contents within the Centre's premises.



# EVENT PLANNING & SAFETY GUIDELINES



### 4.45.1 Delivery and Collection

Deliveries/collections are to be made via the Loading Dock which is accessed from the Gold Coast Highway at the northern end of the GCCEC. Goods will not be accepted at any other point. Loading Dock hours are Monday to Friday, 7:30am to 4:00pm.

Arrangements outside these hours need to be organised with your GCCEC Event Manager. A labour surcharge may apply for unloading, reloading and relocation of goods on both weekdays and weekends.

It is the responsibility of all persons accessing the Loading Dock to:

- Ensure all goods are packaged sufficiently prior to arrival for safe unloading while on site.
- Abide by our strict 30 minute drop-off/pick-up time limit for all vehicles.
- Supply sufficient team members for loading/unloading of transport vehicles in a timely, safe and non-disruptive manner.

### 4.45.2 Loading Dock Doors and Dimensions

The GCCEC has five (5) loading docks doors which can be accessed from the main loading dock. The loading dock door dimensions into the Arena and Exhibition Halls are as follows:

- Arena Loading Dock (internal and external doors) is 4.4 metres high and 4.8 metres wide
- Exhibition Hall 1 is 4.0 metres high and 5.8 metres wide
- Exhibition Hall 2 is 6.3 metres high and 5.8 metres wide
- Exhibition Hall 3 is 6.4 metres high and 5.9 metres wide
- Exhibition Hall 4 is 4.5 metres high and 3.8 metres wide

## EVENT PLANNING & SAFETY GUIDELINES

### 4.45.3 Inwards Deliveries

#### Freight Acceptance

Deliveries and freight shipments are only permitted on the following days:

- Clients and Exhibitors freight can be delivered 24 hours prior to contracted period.
- Contractors freight is to be delivered on the day of bump-in, unless prior arrangements have been made with the GCCEC Logistics team.
- If an external logistics company has been engaged to provide site services, deliveries will only be accepted by the external logistics company in the service times they have provided.

#### Delivery Label

The GCCEC requires each item delivered to the Centre to be clearly labelled with the correct GCCEC Delivery Label. Please tick only one section of the label to determine if your goods are for the exhibition, satchel packing or organiser's office.

Any person sending goods to the Centre must ensure that:

- The goods are not hazardous, dangerous or explosive unless appropriate notification, packaging, labelling and transport have been arranged/followed as per GCCEC's requirements and the WHS regulations.
- The goods are not illegal, stolen, perishable or environmentally harmful.

#### Authority to Sign

The GCCEC will not take delivery of any goods, packages or other materials on behalf of a Client, Contractor, Exhibitor or their Agent. Please ensure that your representative or service contractor is present to sign for your freight, an 'Authority to Leave' has been signed with your courier, or arrangements have been made with the GCCEC by completion and submission of the [Authority To Sign Form](#). This must be completed prior to the arrival of your goods.

The GCCEC does not accept responsibility for the condition, quantity or safety of any items delivered or dispatched to the Centre in the absence of the Client, Exhibitor, his Agent or Contractor. Clients, Contractors and Exhibitors acknowledge that loss or damage are insurable risks and that obtaining insurance is their responsibility. If they fail or choose not to do so, it is at their own risk.

### 4.45.4 Storage

Limited storage facilities are available at the GCCEC for events. To store property at the GCCEC for an event, prior written approval must be obtained from your GCCEC Event Manager. Should a Client, Exhibitor or Contractor want to store a shipping container on site during their event, this will require prior venue approval.

## EVENT PLANNING & SAFETY GUIDELINES

### 4.45.5 Outwards Dispatch

#### Collection of Goods

Goods are to be collected within 24 hours after the conclusion of the event. Please note that storage charges will apply for goods not collected after this time.

The GCCEC reserves the right to dispose of any remaining goods one (1) week after the conclusion of the event. Disposal of any remaining goods may incur a removal charge.

#### Dispatch Label

To assist with courier pickups and movement of items to the loading dock for dispatch, please ensure each item is labelled with a completed GCCEC Dispatch Label, please [click here](#).

Unlabelled goods may be deemed as rubbish and disposed of post-show. It is the owners responsibility to label their goods to prevent mishandling.

Please make a note on your goods if private freight collection is required.

#### Courier Pickups

If you intend to dispatch your goods via a courier from the GCCEC after the event, it is important for you to package all items sufficiently for safe freighting and organise a courier for the collection of your freight. GCCEC Team Members are not permitted to book your courier.

Ensure all freight/couriered items are labelled with the following:

- Company name/trading name.
- Destination address.
- Contact name/mobile number.
- Name of courier.
- Commercial invoice if freighting internationally.
- Consignment note/account number (signed where required).

Please note that quantity cannot be manually changed once a consignment note is printed or booked without notifying the courier company of the change.

### 4.45.6 External Logistics Companies

On appointment of an external logistics company to an event, the Client and the external logistics company must immediately notify the assigned GCCEC Event Manager of the following:

- Name of company appointed, including contact details and services to be provided. Services provided should be including, but not limited to, exhibitor forklifting, exhibitor storage, contractor forklifting and contractor storage. Both parties are to be aware that GCCEC charges may apply to these services and must be discussed with the GCCEC for clarification.

## EVENT PLANNING & SAFETY GUIDELINES

- On site timing of services provided, including informing the GCCEC of any changes to the services and timings.

The appointed external logistics company must abide by GCCEC's guidelines, including following the GCCEC [Traffic Management Plan](#). Prior to arrival they must also supply the GCCEC with relevant documentation including, but not limited to:

- Public Liability Insurance with a minimum \$20,000,000 cover.
- Current Work Cover Certificate of Currency.
- A full rundown (manifest) of deliveries to assist with conformance to CoR and HVNL.
- Risk Assessment and/or Safe Work Method Statement (SWMS) applicable to each event.
- Notification of equipment that is to be stored on site including arrival and departure times.

Clients, Exhibitors and Contractors delivering/dispatching goods 24 hours pre or post event or requiring movements throughout the event, may be required to book the GCCEC forklifting/porterage services, as the external logistics company may not cover in these timeframes.

### 4.45.7 Loading Dock Management Schedule

The GCCEC Logistics team must be notified by the Client, Contractors and Exhibitors of all expected deliveries and shipments, as well as all Contractors and Vendors requiring access to the loading dock. Planning ahead maximises efficiency during peak times. This includes providing information that will assist with the process such as stand details, on site contact details, arrival/departure details, freight company, vehicle details, details of goods, sensitive freight requirements, etc.

All parties involved in the supply chain (consignee, consignor, scheduler, operator, manager, loader, loading manager and packer) have a responsibility to comply with current Chain of Responsibility (CoR) legislation and Heavy Vehicle National Law (HVNL) and regulations.

### 4.46 **Lost Property**

The GCCEC Customer Service team manages and facilitates any lost property on site at the GCCEC. All lost property is recorded and stored for up to sixty (60) days. The GCCEC takes no responsibility for the condition of any lost property. For any lost property enquiries, please contact the GCCEC Customer Service team on +61 (07) 5504 4000.

### 4.47 **Machinery on Display or within Exhibits**

All machinery on display or within an exhibit must include crowd control measures or barriers, fitted with guarding or any other relevant safety devices. Affixing signage around the machine is not an acceptable control measure. Under no circumstance is any exhibitor machinery on displays to encroach or obstruct aisles, nor prevent access to emergency exits, fire hydrant and fire extinguisher cupboards, audio visual and electrical cupboards.

## EVENT PLANNING & SAFETY GUIDELINES

### 4.48 Mobile Plant and Equipment

All Clients, Exhibitors and Contractors must notify the GCCEC prior to the event of any plant and equipment that is going to be brought onto the GCCEC site.

All mobile plant and equipment (including electrical equipment) brought onto the GCCEC site must be maintained in-line with the manufacturer's instructions, fitted with safety devices and stored on the GCCEC Loading Dock. If faulty equipment is identified, it must be tagged 'Out of Service' and removed from the GCCEC site.

Mobile plant may not be operated during exhibitor bump-in and/or bump-out without prior authorisation from GCCEC Management and without the appropriate controls in place.

Operators of any mobile plant must hold a current licence and present their licence to the GCCEC Security or Safety Team for review before operating any mobile plant on site at the GCCEC.

Mobile plant must always be operated in a safe manner and in accordance with current WHS regulations and guidelines. All external plant brought on site to the GCCEC must provide the appropriate SWMS, current Public Liability Insurance (\$20m) and WorkCover. Mobile plant must be operated in accordance and in conjunction with their high risk work licence or competency to operate conditions.

All external plant and equipment brought on site for an event must be removed from site at the completion of the event.

#### 4.48.1 Boom Lifts and Scissor Lifts - Elevating Work Platforms (EWP)

Boom lifts, scissor lifts (EWP's) may only be operated by individuals holding a relevant high risk work licence. The EWP must be operated safely and in accordance with the manufacturer's specifications. Logbooks are to be completed in all instances of use.

It is a GCCEC requirement that all operators wear a harness and it is the operator's responsibility to ensure that the harness is fitted correctly, as per the manufacturer's specifications.

It is a GCCEC requirement that whenever an EWP is operational on the GCCEC premises that a licensed and suitably trained spotter is required to escort the EWP's. Both the operator and spotter are always required to wear a safety vest.

For an emergency retrieval, the safety observer is to lower boom using ground level/emergency release valves in line with the manufacturer's specifications.

#### 4.48.2 Forklifts

The GCCEC can offer on site forklifting services and they can be arranged through the GCCEC Logistics Team or your GCCEC Event Manager. Please contact the Logistics Team [safetyandlogistics@gccec.com.au](mailto:safetyandlogistics@gccec.com.au) to request a Lifting Equipment Hire Form [Organiser/Contractor](#).

All GCCEC forklifts must only be operated by a GCCEC Team Member.

## EVENT PLANNING & SAFETY GUIDELINES

External forklifts brought onto the GCCEC property must always be operated in a safe manner and in accordance with current industry standards. Forklift work platforms are not permitted at the GCCEC.

Clients or Contractors operating forklifts on site must be a licensed driver and may not exceed the 10km/per hour speed limit at anytime on site at the GCCEC.

It is a GCCEC requirement that whenever a forklift is operational on the GCCEC premises that a safety observer is required to escort the forklift driver and their load within the Centre. Both the forklift driver and safety observer are always required to wear a safety vest.

Large loads that obscure sightlines are to be reversed when travelling, sound their horn at blind spots and intersections and whilst travelling without a load, the tynes must be lowered to the lowest ground level point possible.

When forklifts are not in operation, forklifts are to be parked in the designated area on the Loading Dock, the gas bottle must be turned off and the forklift keys are to be left with GCCEC Security Control.

### 4.48.3 Tyres and Damage

All external mobile plant brought into the Centre must be fitted with non-marking tyres. Damage caused by mobile plant or their loads during movement is to be reported immediately to GCCEC Security Control on +61 (07) 5504 4050 and documented. Charges will apply for any damage caused by mobile plant.

### 4.48.4 Safety Observer

All mobile plant working within the event area or foyers must have a safety observer in place who has been adequately trained in the GCCEC safety observer responsibilities, as per the GCCEC Traffic Management Plan.

## 4.49 Noise and Sound Levels

To comply with Queensland Government Environmental Legislation and Office of Liquor and Gaming Regulation (OLGR) regarding noise pollution, it is a requirement that all events, functions and other activities are assessed for possible violation in relation to excessive noise levels.

There are sound pressure limits (SPL's) on the operations of the GCCEC, including the maximum SPL permitted in any room and from any accessible location in the room, as measured by the GCCEC, as well as any level which may disturb any Guests in that room or Clients and their guests using any other room in the GCCEC.

There are acceptable sound level limits within the building and any Client, Exhibitor and/or Contractor must comply with all reasonable direction made by GCCEC Management regarding sound on the Centre's property at any time.

Consideration must be given to limit the noise levels of machinery, vehicles or sound system used at the Centre to ensure others are not adversely affected. The GCCEC Loading Dock is overlooked by



## EVENT PLANNING & SAFETY GUIDELINES

residential tenancies that may be impacted by activities in the Loading Dock area and within the Centre.

If necessary, hearing protection must be worn to prevent excessive noise exposure to any person(s).

Please inform your GCCEC Event Manager prior to the event if you envisage high level noise associated with your event.

### 4.50 Northern Lawn

The GCCEC has a 2,000 square metre lawn area located at the northern end of the Centre. This space is suitable for marquees and external displays. Due to this area being an external event space, there are noise restrictions applicable and must be complied with when using this area as your event space. When holding events/displays on the northern lawn area, security, crowd control fencing and other infrastructure will need to be budgeted for at the Client's expense.

Please be aware that any fees will be charged to the Client for any grass restoration or to repair any damage caused to the northern lawn areas.

Due to the infrastructure and services located beneath the lawn area, any penetration of the surface will require venue approval, as service detection scanning may be required.

For further information on the northern lawn area, please contact your GCCEC Event Manager.

### 4.51 Organisers Offices

The GCCEC has four (4) Organisers Offices located on the ground floor throughout the Centre. All Organisers Offices are supplied with Security VIN/Swipe cards for nominated individuals who will be authorised by the Client to access their on site office. Organisers Offices are offered on a complimentary basis and are subject to availability.

#### Organisers Office 1

Located inside the main entrance to the Centre, this office consists of a purpose built Registration Desk, Administration area, Boardroom and Speakers Preparation Room. This office is also fitted with a separate restroom and wash basin facilities and has direct internal access to the Arena. The Registration Desk can be branded on the overhead panelling, rear wall pin board. Session chimes and announcements are available from the Registration Desk audio box.

#### Organisers Office 2

Located next to the entrance of Central Room A from Foyer C, this office can facilitate six (6) workstations.

#### Organisers Office 3

Situated near Hall 2 entry/exit doors, this office can facilitate four (4) workstations.

## EVENT PLANNING & SAFETY GUIDELINES

### Organisers Office 4

Located near Hall 3 entry/exit doors, this office consists of a purpose built Registration Desk and Administration Area. This office is also fitted with a kitchenette. The Registration Desk can be branded.

For further information, please contact your GCCEC Event Manager who can tailor furniture set up requirements for your on site office.

### **4.52 Parents Room**

The GCCEC offers a Parents Room that is conveniently located on the Ground Floor near the main entrance of the Centre. Essentials are provided, including a change table, kitchenette, microwave, refrigerator and lounge chairs for nursing.

### **4.53 Pools, Spas and Water Features**

Any display or structure containing water to a depth greater than 300mm will require at least one (1) responsible person to be always present at the body of water for supervision purposes.

All bodies of water and barriers must comply with all relevant Australian Legislation and Queensland Building and Construction Commission (QBCC).

Approval from the GCCEC is required no later than 21 days prior to the event. Please contact your GCCEC Event Manager to discuss further details.

### **4.54 Porterage**

GCCEC can offer Porterage services for Clients and/or Exhibitors who require deliveries of freight between rooms, events or exhibition spaces. Please discuss this with your GCCEC Event Manager who will be able to provide a breakdown of porterage charges. For meeting spaces on level one of the GCCEC, please be aware that freight can only be hand and/or trolley delivered to this level.

### **4.55 Promotions, Prizes and Competitions**

Trade promotions or competitions are regulated under the Queensland Charitable and Non-Profit Gaming Act 1999. These are free entry draws conducted to promote goods or services. They do not require a licence.

Should a Client or Exhibitor want to hold a competition within their event, they will be responsible for obtaining any permits or approvals.

For further information about running a promotional competition or lottery, please refer to the Queensland Government's regulations guide [Competitions, Raffles & Bingo](#)

## EVENT PLANNING & SAFETY GUIDELINES

### 4.56 Registration and Satchel Packing Services

Registration and/or Satchel Packing services can be arranged for Clients during their event. Please discuss this with your GCCEC Event Manager who will be able to provide a breakdown of labour charges.

### 4.57 Restroom Facilities

The GCCEC offers female and male restroom facilities for all guests throughout the Centre, as well as accessible restroom facilities, which include baby change tables.

### 4.58 Rigging

The GCCEC offers rigging services for exhibitions and banner requirements. Charges are applicable and can be confirmed by your GCCEC Event Manager.

All rigging details, including plots, weights, temporary smoke detector isolation requests, etc., must be submitted to the GCCEC for review no later than 21 days prior to an event.

Please note that all rigging top points must be installed and removed by a GCCEC team member. Charges will apply for this service.

No external Personnel or Contractors will be permitted to commence works on any exhibition shell scheme prior to the installation of all rigging points and truss structures.

### 4.59 Room Setups for Banquet Functions or Business Meetings

The GCCEC offers the following various room set ups which are included in the daily venue hire agreement:

- Auditorium style seating (tiered) is available within the GCCEC Arena only.
- Banquet table seating is suitable for sit down breakfast, lunches or dinners. GCCEC banquet tables are 1800mm (6 feet) diameter round and can seat a maximum of ten guests.
- Boardroom tables are configured to meet your requirements (subject to room capacity) and include complimentary water and glasses.
- Cabaret style seating which can seat anywhere from four up to nine guests and include complimentary water and glasses.
- Classroom style seating with half trestle tables that are 1800mm (6 feet) long x 450mm (wide) and can seat a up to three guests per table including complimentary water and glasses.
- Cocktail tables for welcome reception or cocktail parties.
- Theatre style seating. GCCEC banquet chairs are grey in colour.
- U-shape style seating including complimentary water and glasses.

## EVENT PLANNING & SAFETY GUIDELINES

GCCEC can offer pens, pads and mints at an additional charge. Please contact your Event Manager to request this for your meeting.

The GCCEC permits one room turnaround per day as part of the daily venue hire agreement. Should more than one room turnaround per day be required, additional labour charges will apply. Please contact your GCCEC Event Manager to discuss details.

### 4.60 Scaffolding

All scaffolding work conducted on the GCCEC premises must comply with Australian Standards. It is a requirement that only a licensed person(s) shall install and dismantle scaffolding. Once scaffolding has been installed and certified, a copy of the certification must be provided to the GCCEC Safety Team.

Consultation to discuss further details with your GCCEC Event Manager is required no later than 21 days prior to the event.

### 4.61 Service Pits (Utility Services)

For our Clients, Exhibitors and Contractors convenience, the GCCEC has floor service pits located throughout the venue which consist of electrical 32amp (3 phase) power, 10amp single phase power, data and telecommunications, plumbing water and waste services.

Please be aware that each floor pit varies from pit to pit with services and may not include the required utility services. Access charges apply to the floor service pits. For further information and on-charges, please contact your GCCEC Event Manager.

Please note that should a floor service pit be accessed, it is a safety requirement to ensure the floor service pit cover is replaced and any cable or plumbing running out of the floor service pit is done so through the designated point.

At no time can a floor pit cover be left open and/or unattended. Should services that are being run through the service pit prevent the service pit cover from being returned back to its original state, please contact your GCCEC Event Manager for suitable alternative arrangements.

#### Water and Waste

Access to the GCCEC water and waste services is only available in floor service pits throughout the Arena, Central Rooms and Halls 1, 2, 3 and 4. All plumbing connections and services must be completed by a venue approved licensed plumber.

Under no circumstances is any Client, Exhibitor or Contractor to dispose of effluent or untreated trade waste discharges (i.e. solvents and paints) into the pits.

If the disposal of waste causes any blockage or reportable Environment Protection Agency (EPA) spill, associated charges will be charged to the Client.

## EVENT PLANNING & SAFETY GUIDELINES

Clients are to ensure that their Exhibitors booths/stands are allocated directly over a floor service pit (applicable only to those requiring access to water and waste services). This is to avoid any trip hazards from plumbing materials to the floor service pits. In some cases, a raised floor may need to be installed at the Exhibitors expense to run plumbing under the floor, to reduce the risk of trip hazards.

Exhibitors and Contractors may order plumbing services [Plumbing Water And Waste Request Form](#) prior to the event with the Exhibitor Services team [exhibitorservices@gccec.com.au](mailto:exhibitorservices@gccec.com.au) or +61 (07) 5504 4000.

### 4.62 Signage

LCD screens are located throughout the GCCEC (refer below) to assist visitors with directional signage whilst attending the Centre. These are provided on a complimentary basis. The LCD screens can also be used for event programs and general wayfinding signage. A labour charge may be applicable for any customised signage. Please contact your GCCEC Event Manager to discuss your requirements.

#### Main Entrance

- 4.85m x 1.36m Landscape LCD screen
- Made up of 8 x 55" Landscape LCD screens

Please note that the main entrance screens may be shared with multiple events in-house

#### Arena

- 1 x 55" Landscape LCD screen located outside of Doors A, B, C, E, F and G

#### Central Rooms A, B and C

- 1 x 40" Landscape LCD screen located outside of doors above Central Rooms A and C

#### Exhibition Halls 1, 2, 3 and 4

- 1 x 55" Landscape LCD screen located outside the door to Hall 1
- 1 x 40" Landscape LCD screen located outside the door to Halls 2, 3 and 4
- 1 x 55" Portrait LCD screen located at the stairs leading up to Meeting Rooms 10, 11 and 12
- 2 x 40" Landscape LCD screens located above Halls 3 and 4 concession outlet
- 1 x 40" Landscape LCD screen located above Organisers Office 4

#### Meeting Rooms 1 to 9

- 1 x 32" Portrait LCD screen located outside Meeting Rooms 1, 2, 3 and 4
- 1 x 22" Portrait LCD screen located outside Meeting Rooms 5, 6, 7, 8 and 9

#### Ground Floor – Elevator Wall Screen

- 4.85m x 1.36m Landscape LCD screen
- Made up of 8 x 55" Landscape LCD screens

Please note that the elevator wall screens may be shared with multiple events in-house

#### Level 1 - Elevator Wall Screen

- 1 x 75" Portrait LDC Screen located outside of Level 1 elevator

## EVENT PLANNING & SAFETY GUIDELINES

### Foyers

- 2 x 40" Landscape LCD screens located in the Foyers outside Meeting Rooms 1 and 4
- 4 x 55" Landscape LCD screens located throughout the Main Entrance Foyers
- 1 x 40" Portrait LCD screen located at the bottom of escalators on Ground Floor

Each LCD screen can run multimedia. To ensure quality control of the content during your event the following file formats are accepted:

*Supported image formats include;* JPEG (.jpeg), GIF (.gif), or BITMAP (.bmp).

*Supported video formats include;* QUICKTIME (.mov), AVI (.avi), MPEG (.mpg1 or .mpg2) or WINDOWS MEDIA

VIDEO (.wmv) – minimum frame size is applicable.

Mobile freestanding signage and static signage are also available. A4 and A3 landscape signage is applicable.

The GCCEC does not permit signs to be attached to any parts of the building structure (i.e walls, doors, columns). If a Client (including staff, exhibitors, principal contractors, sub-contractors and other agents) attaches any signs to the building structure without prior approval, removal charges will apply, along with repair costs for any damages incurred.

### **4.63 Stage Units**

The GCCEC is pleased to offer staging units, audio-visual control desk and camera risers (subject to availability) on a complimentary basis. Stage decks are 6 feet x 8 feet (1.8m x 2.4m) and can be raised to 18, 24, 30, 36 and 42 inches in height.

It is a venue requirement that any stage 30 inches and above in height has a handrail installed along the rear side of the stage and edge identification (i.e. tape) fixed around the front and side edges of the stage, as a visible warning for presenters and/or guests working or accessing the stage. There are exemptions for stages not to include a handrail, please discuss this with your GCCEC Event Manager.

All stages are provided with stairs and handrails. Stages that are installed at a height of 18 and 24 inches do not require handrails on the stairs. All treads are marked with safety tape to highlight the variable heights for presenters and/or guests.

The GCCEC owns a concert stage that can be constructed to a maximum size of 60 feet x 40 feet (18.3m x 12.2m) and can raise to 42, 48, 54 and 60 inches in height. Charges are applicable for the hire of the concert stage and can be confirmed by your GCCEC Event Manager.

Any persons accessing a stage should perform a rehearsal where possible or be guided by a person that is familiar with the risk and safety aspects of the stage. Please discuss your stage requirements with your GCCEC Event Manager.



## EVENT PLANNING & SAFETY GUIDELINES

### 4.64 Surcharges

#### 4.64.1 Extension of Function (Breakfast, Lunch or Dinner)

At the conclusion of your event, the GCCEC allows a thirty (30) minute departure/grace period for all guests leaving the event. Charges may apply should this timeframe be exceeded. Please discuss this with your GCCEC Event Manager.

#### 4.64.2 Venue, Food and Beverage Labour

##### Alternate Serve (50/50 options)

Alternate meals can be offered for all plated functions including breakfast, entrée, main course and dessert. Additionally, morning and afternoon tea breaks can be served with alternate break items. Please contact your GCCEC Sales or Events Manager to discuss charges.

##### Buffet Stations

When planning a floor plan including buffet stations, please allocate enough space to accommodate one buffet per 170 guests and one (1) tea and coffee station per 200 guests. Buffet sizes will vary subject to the menu selection and can be confirmed by your GCCEC Event Manager.

Should you require additional buffets for the same number of delegates, additional labour charges will apply. Please discuss your requirements with your GCCEC Sales or Event Manager.

##### Room Turnaround

The GCCEC permits one (1) room turnaround per day as part of the venue hire agreement. Should more than one (1) room turnaround per day be required, additional labour charges will apply.

Room turnaround charges may also apply for rooms being turned around in a short timeframe. Please contact your GCCEC Event Manager to discuss details.

##### Dietary Requirements

Please be aware that additional charges may apply for any guests with a specific dietary request. Please discuss the additional charges with your GCCEC Sales or Event Manager.

##### Table Setting

The GCCEC standard function table settings are ten (10) guests per table. If your requirements vary from this standard setting, please discuss the additional labour charges with your GCCEC Sales or Event Manager.

#### 4.64.3 Public Holidays

A surcharge on the total amount of food and beverage will be applicable for events that have catering on a Public Holiday. Please discuss this with your GCCEC Sales or Event Manager.

## EVENT PLANNING & SAFETY GUIDELINES

### 4.65 Sustainability

GCCEC Management is committed to continually improving environmental and social sustainability performance, whilst complying with relevant Federal, State and Local laws. The GCCEC strives to achieve best practice by aligning with EarthCheck™, the world's largest environmental management program, for all indicators in our EarthCheck™ Benchmarking. For further information, please refer to GCCEC's [Sustainability Initiatives](#).

### 4.66 Table Décor

The GCCEC can provide white linen napkins and black or white tablecloths on a complimentary basis. Coloured napkins are available at additional charges. Alternatively, you are welcome to provide your own tablecloths and napkins from your preferred supplier.

#### 4.66.1 Menu Covers

The GCCEC can provide menus for catered events (three menus per table) on a complimentary basis. The menus are black print on white paper inserted into a GCCEC menu cover. Colour menus are available at an additional cost. Please discuss details with your GCCEC Event Manager.

#### 4.66.2 Table Listing

The Client is responsible for providing an alphabetical guest table list and a numerical guest table list to their GCCEC Event Manager 24 hours prior to your event.

### 4.67 Tables

#### Banquet Table

GCCEC banquet tables are 1800mm (6 feet) diameter rounds and can seat a maximum of ten guests.

#### Classroom Trestle Table

GCCEC classroom style trestle table is a half trestle 1800mm x 450mm.

### 4.68 TechBox and Mobile Device Charge Station

There are two techboxes; one is located next to ground floor central elevators and the other is located in the Arena Loading Dock. These techboxes include items such as tapes, safety vests, USB sticks, powerboards, power leads, face mask, sanitisers and more.

A mobile device charging station is located inside the main reception foyer which is fitted with twelve charging compartments for mobile phones and tablets.

## EVENT PLANNING & SAFETY GUIDELINES

### 4.69 Ticketing

Ticketek is the exclusive ticketing agent for all concerts held at the GCCEC.

It is a venue requirement that any event using the auditorium seating within the Arena will require the ticketing solution to be provided through Ticketek.

The GCCEC does not object to Clients providing their own preferred ticketing providers for events such as consumer shows or graduations, however venue approval is required.

The GCCEC team can provide a ticketing solution for events, however charges will apply. Please contact your GCCEC Event Manager to discuss charges.

### 4.70 Traffic Management

The GCCEC can provide on site traffic management for their events. It is mandatory for all school formals held at the Centre to have the GCCEC Traffic Management team control all traffic flow on the GCCEC premises during their event. Labour charges will be applicable for any on site Traffic Management. Please contact your GCCEC Event Manager to discuss your requirements.

Vehicles are not to exceed the 10km/per hour speed limit along the main entry driveway, loading dock or carpark. The Centre requests that Clients (including staff, exhibitors, principal contractors, sub-contractors and other agents) observe all traffic management guidelines and legislation during their visit to the GCCEC. Please refer to [Traffic Management Plan](#).

Parking on site along the main driveway is strictly prohibited and must remain clear at all times, unless prior approval has been granted by the GCCEC team. Should approvals be required to park on the main driveway, please contact your GCCEC Event Manager to discuss your requirements.

Pedestrian walkways and egress paths are to be observed by all drivers and caution is to be taken when approaching these walkways and/or egress paths. The GCCEC have marked pedestrian egress paths in green on the Loading Dock and pedestrian walkways are marked in white stripes on the road accessing the car park area.

### 4.71 Ushers

The GCCEC Ushers are used for any ticketed events held in the Arena at the GCCEC. It is the Ushers and or the Ticket providers responsibility to scan guests tickets, assist guests to their sections and seats and in the event of an emergency direct guests to emergency exit doors and egress paths. Charges for Ushers will apply and are subject to the specifications for the ticketed event.

Ushers can be arranged for events when in plenary and/or theatre seating mode. Charges for Ushers will apply and can be discussed with your GCCEC Event Manager.

## EVENT PLANNING & SAFETY GUIDELINES

### 4.72 Vehicle Display (Car, Motorbike, Truck, Caravan, Boat)

If you intend to have a vehicle display within the Centre (including external areas), approval from the GCCEC is required no later than 21 days prior to the event. Please contact your GCCEC Event Manager to discuss further details. The following must be provided:

- Delivery day and time of the vehicle.
- Departure day and time of the vehicle.
- Contact details of the vehicles owner.
- Ensure fuel tanks are full to capacity (as vapours are explosive).
- Ensure that fuel fuel cap is fitted correctly.
- Provide GCCEC Security Control with a set of spare keys for the vehicle.
- The GCCEC floor area must be protected with drip tray under the engine and carpet tiles under the tyres of the vehicle at all times.
- Drive at at idol speed and escorted with a GCCEC safety observer.
- Vehicles are to be set entirely within the stand/booth or allocated space.
- Covers or protectors are installed for trailer tow bar couplings.
- Use crowd control barriers where appropriate.
- Remove all LPG bottles.

Any cleaning and/or damages caused by a vehicle to the Centre's flooring will be the responsibility of the Client and any charges will be applicable.

### 4.73 Venue Maps, Dimensions and Capacities

For your convenience, the GCCEC offers venue maps showing rooms and spaces within the GCCEC along with dimensions and capacities. For further information, please refer to [GCCEC Venue Maps, Dimensions & Capacities](#)

### 4.74 Welcome To Country (Traditional Owners)

The Gold Coast is situated on the land of the Yugambah/Kombumerri peoples.

We acknowledge Australian Aboriginal People and Torres Strait Islander People as the first inhabitants of the nation and acknowledge Traditional Owners of the lands where our staff and students live, learn and work.

For further information, please refer to Jellurgal Aboriginal Cultural Centre  
1711 Gold Coast Highway (PO Box 3), Burleigh Heads, QLD 4220  
Phone: 07 5525 5955 Email: [info@jellurgal.com.au](mailto:info@jellurgal.com.au)

## EVENT PLANNING & SAFETY GUIDELINES

### 4.75 Wheelchairs

The GCCEC owns a wheelchair lift that is capable of reaching stage heights from 300mm (0.3 metres) to 1,650mm (1.65 metres) high. Charges apply for the use of the wheelchair lift and can be confirmed by your GCCEC Event Manager. The wheelchair lift is 1,200mm (1.2 metres) wide x 1,660mm (1.66 metres) long and has a weight capacity of 360 kilograms.

Clients and/or guests can hire wheelchairs through the GCCEC Reception or your GCCEC Event Manager.

Wheelchair ramps can be hired for your event. Your GCCEC Event Manager can arrange this on your behalf from an external supplier. Hire charges will apply.